

The City of Sumner
Community Development Department

Request for Proposal

Workflow Automation Solution
Proposal due date: December 31, 1999

Submit to:

Community Development Department
1104 Maple Street
Sumner, WA 98390
Attn: Vicki Pfau

	<u>TABLE OF CONTENTS</u>	<u>PAGE</u>
I.	BACKGROUND INFORMATION_____	1
II	PROJECT INFORMATION_____	2
III.	PROPOSAL FORMAT REQUIREMENTS_____	4
IV.	TERMS AND CONDITIONS_____	6

I. BACKGROUND INFORMATION

CITY INFORMATION

The City of Sumner is a rapidly growing small community in Pierce County, Washington, 40 miles south of Seattle. Current population is estimated at approximately 8,500 with an estimated 3,000 housing units. A major industrial area of over 2,000 acres is experiencing rapid growth, which is projected to continue over the next few years. Land development activity at approximately the current level is expected to continue indefinitely. Current permit volume for new construction and renovations is about 120 per year.

REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is issued to invite suppliers to submit proposals for an application software package to support the City's land development projects and permits functions. The City is requesting a workflow automation solution to enable the City to provide the best possible service to customers. Please review the RFP fully and complete all response sections. Return the completed

RFP along with any relevant attachments no later than December 31, 1999. Applications will be evaluated immediately with final selection expected by mid-January, 2000. The first phase of implementation is expected to begin during first quarter 2000, with the objective of having a basic tracking system implemented within 60 days. Questions and responses should be directed to Vicki Pfau, Permit Specialist.

GENERAL INSTRUCTIONS

- After reviewing the Request for Proposal document, please confirm whether your company plans to submit a proposal in writing via fax to Vicki Pfau at 253-891-3292.
- Make your response as complete as possible-answer all questions. If you have questions, contact us for assistance. Be as specific as possible and include explanations.
- Customer references should include cities of similar size with a similar volume of land development projects and permits.
- If your basic product generally covers the requested functions, but omits certain specialty functions such as a report writer, it is acceptable to propose a 3rd party software package with which your product integrates.

PROJECT BACKGROUND

The current process used to review and approve development projects and permits is unable to deliver the desired level of customer service. The City of Sumner has integrated its permit center into a "one-stop shop" with the following goals:

1. Promote Customer Satisfaction.
2. Assure Quality Development.
3. Coordinate Development Processing, Plans Review, Permit Issuance, and Inspection Operations.

There is not currently a common system used by all the City departments involved in the permit center to track land development, nor is there a system to help automate the workflow. A unified Projects and Permits Tracking System is necessary to support the new permit center and the review/approval process.

II. PROJECT INFORMATION

SYSTEMS OBJECTIVES

- Eliminate confusion by using a common Project Identifier which associates all reviews and permits related to one development project
- Improve turnaround time for development-related project and permit applications
- Increase accuracy and consistency of application processing to assure quality development

- Leverage key staff members (who are in short supply) -- reduce staff time lost in researching status, in researching project history, and in identifying current revisions
- Enhance customer satisfaction -- reduce customer time lost in determining submittal requirements, ease the process of submitting applications and walking them through the necessary steps, and ease the process of inquiring on an application's status
- Increase the accuracy and consistency of status information and make it more accessible— ultimately providing online access across city departments and to customers
- Increase reliability of collecting development-related fees and taxes
- Promote efficiency and effectiveness with automated tracking and workflow assistance; avoid mislaid items
- Improve communications among departments
- Provide increased capability to produce accurate and timely reports on permitting and land development activity with minimal investment of staff time to produce such reports
- Integrate land development and infrastructure information on a GIS base
- Reduce legal exposures by keeping accurate logs of project and permit history
- Build a base for future changes and for using new technologies, such as the Internet or paperless document management

SOFTWARE PACKAGE APPROACH

To the extent feasible, the City will select one integrated projects/permits package.

“Customization” will generally be limited to using the flexibility of the package plus the database management system and associated tools to:

- Define Case Types
- Define code structures,
- Define additional data items,
- Select options,
- Mask unneeded features and complexity,
- Tailor screens and reports,
- Add peripheral functions,
- Generate specialized reports and queries
- Interface with related systems and data
- Integrate with the MS/Office suite and the City's local area network, finance software, and messaging system
- Integrate with specialty functions, such as handheld terminals, voice-response telephony, PC-DOCS document management, and Arcview Geographical Information System.

Since the City contemplates an integrated package solution without significant internal customization, the requirements are elaborated only to the level useful in package selection to fit the City's needs, not to the level necessary to custom-develop a system. Data requirements are emphasized to ensure that the basic data is captured. Functional requirements are specified at a general level.

PROJECT SCOPE

The scope of the project is to automate the processing and record keeping of the land development project reviews and permits. This encompasses the regulation of activities from the concept of a land development project through land use review, construction permits and inspections, water commitment, and acceptance of civil improvements to project completion and issuance of a Certificate of Occupancy. The processes of Business Licensing, Code Enforcement, and Ongoing Inspections and Permitting are also to be included. The following functions are included in the current scope:

- The use of development-related information for Development Analysis and Planning.
- The Review and Approval of Development Projects – land division and land use, architectural design, environmental review, civil improvements design, and use permits
- Building-related Permits and Inspections, including fire code compliance
- Plan Reviews and Permits activities which occur during the development project, including initial permits for hazardous activities and materials
- Acceptance of Civil Improvements
- Certificate of Occupancy
- Fees, Taxes, Bonds, Developer Agreements, Waivers, Deferrals, and Conditions associated with the listed functions

Implementation may be phased, probably beginning with tracking -- definition of a uniform project identifier, definition of the cases (types of project reviews) and the review process steps for each, and instituting citywide status tracking.

III. PROPOSAL FORMAT REQUIREMENTS

The City requires that the Vendor's proposal shall be submitted in the format outlined in this section. Proposals shall be no more than 25 pages in length. The City reserves the right to require additional information or materials after the proposals are submitted. Departure from the outline presented below or the 25-page limit will make it more difficult to evaluate your proposals. The proposal must be signed by an officer who is authorized to negotiate for and bind the Vendor contractually.

PROPOSAL OUTLINE:

Cover Letter, Title Page and Signatures, Table of Contents

I. EXECUTIVE SUMMARY

Provide a general overview of the RFP response

II. VENDOR BACKGROUND & QUALIFICATIONS

Include Vendor and executive information, including management team and qualifications of key staff that would be working with the City. Please address the Vendor financial status (privately held, corporation, etc)

III. CUSTOMER REFERENCES

Please include a list of five authorized references that the City can contact. References should be public agencies with permitting responsibilities that are similar to the City of Sumner's. Names and titles of contact persons must be included.

IV. SOFTWARE INFORMATION

General Features of the proposed system, including but not limited to Code Enforcement, Tracking and Numbering, Reports and Printed Documents, and any additional information the Vendor deems appropriate.

V. PLATFORM REQUIREMENTS

All hardware requirements, system software, and application software requirements must be documented in full. This includes, but is not limited to, disk storage required for system software, accompanying utility software, memory requirements per user, etc.

VI. YEAR 2000 COMPLIANCE

The City of Sumner requires that any System in operation (includes software, hardware, services, and equipment) that is date sensitive has been designed to ensure year 2000 compatibility, including, but not limited to, date data century recognition, calculations which accommodate same century and multi century formulas and date values (dates, duration, days of week, etc.), and date data interface values that reflect the century.

VII. CUSTOMIZATION

The proposed system should be customized for integration with a wide range of applications in municipal government, programs such as Crystal Reports, MS Word and ArcView. It should also be capable of customization to meet the unique needs of the Sumner permit center. Please provide a list of system components and the tools used to customize them.

VIII. TECHNICAL RESPONSE REQUIREMENTS

- A. System Design & Documentation
- B. Pre-Development Process
- C. Permit Application & Issuance
- D. Reports
- E. Fee Tracking
- F. Inspection Scheduling & Training
- G. Certificate of Occupancy (Temporary and Final)
- H. Land, Building and Development Tracking
- I. Bond/Trust Accounting
- J. Business Tracking/Licensing
- K. Code Enforcement
- L. System Functionality
- M. Integration with other Systems
- N. User based modifications
- O. Upcoming Releases

IX. IMPLEMENTATION

The Vendor must provide a detailed sample project management plan including reasonable target dates given that the City would like to begin rapidly implementing as many of the elements of the software as possible beginning in January 2000. The sample plan must also describe the major tasks and steps involved with policies, procedures, and forms adjustments.

X. DATA CONVERSION/MIGRATION

Please provide the City with methodology for converting and migrating parcel and legacy data. The City is aware that there is a substantial commitment on their part for ownership and staffing of the conversion and migration process. Please provide estimated cost of data migration services in Section XIV, Price Proposal. Your agency should also calculate its expense for preparing the data for migration to the new database.

XI. TRAINING

Discuss available product training. Training should include the main features and basic capabilities of proposed product, as well as demonstrations and labs. Describe what participants learn and what end user level is necessary.

XII. TESTING & ACCEPTANCE

Please describe the Vendor's policy in regard to testing and acceptance. The Vendor must assist the City in navigating and thoroughly testing the proposed application. The Vendor must provide the City with appropriate documentation that includes all functions and features, browses, and methods. Help files should also be included with the product and tested for content and version number as well. Training manuals should be provided hard copy and on-line.

XIII. MAINTENANCE

The Vendor shall submit terms and conditions for maintenance servicing agreements which include: 8 hour, 5 day-per-week software support, in addition to response time by the Vendor within two (2) clock hours of support request. The Vendor shall submit with the proposal information the methods by which the City will be kept informed of software patches, new releases, known bugs, and general technical information. Vendor will describe the City's role regarding software upgrades as well as other aspects of maintenance and service issues.

XIV. PRICE PROPOSAL

The cost proposal must include the following:

- Cost for concurrent user license
- Cost for installation of system software
- Cost for project management
- Cost for training of all projected City users
- Cost for maintenance
- Cost for travel and expenses

IV. TERMS & CONDITIONS

1. COMMUNICATION WITH THE CITY

All communications about this Request for Proposal must be directed through Vicki Pfau, who is the coordinator for the Permitting System Project. The Vendor will name a representative to communicate with the City. The representative must be a person authorized to negotiate a contract in the company's name. The Vendor must also identify a person who will act as the Vendor's contract administrator. This person or a successor must have full authority to resolve disputes with the City.

2. RESPONSE DATE, TIME, LOCATION

Three (3) complete copies and one original must be received no later than 5:00 P.M. December 31, 2000, by:

Community Development Department
1104 Maple Street
Sumner, WA 98390
Attention: Vicki Pfau

3. VENDOR COSTS

The City shall not be liable for any costs incurred by the Vendor in preparing or submitting a proposal to the City. Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor capabilities to satisfy the requirements of the proposal.

4. ORAL PRESENTATIONS

The City, at its sole discretion, may ask the Vendor to make an oral presentation without charge to the City at City facilities.

5. SOFTWARE DEMONSTRATIONS

The City, at its sole discretion, may ask the Vendor to demonstrate their PERMITTING software at City facilities without charge to the City.

The City will allow as much as a half day for Vendor demonstrations. The City will ask the Vendor to make recommendations with regard to the length of demonstration before the demonstration is scheduled.

6. PROJECT RESPONSIBILITIES

The City will be responsible for providing meeting rooms, access to computer facilities and equipment, response to Vendor request for approvals and other requests related to City business in a timely manner, and will coordinate City staffing related to the project.

The Vendor will be responsible for all other items relating to implementation including system installation, providing technical and user training to City staff, and providing adequate system documentation. All services and implementation shall be provided in a timely manner.

Both the City and the Vendor will be responsible for working in a cooperative manner to meet timelines agreed to by both parties. Responsibility for conversion of any existing City data files will be the responsibility of the City. The vendor is not responsible for any hardware or third party support

7. SUPPORT DOCUMENTATION

The City, at its sole discretion, may ask the Vendor to provide to the City, without charge, one (1) complete set of PERMITTING documentation for evaluation purposes, including but not limited to,

a systems design manual, individual program manuals, program source code listings, individual operations manuals, a user's manual and available training aids. The City will sign a non-disclosure agreement if required.

8. ADDENDA TO THE REQUEST FOR PROPOSALS

In the event that it becomes necessary to revise any part of this Request for Proposals, addenda will be provided.

9. EVALUATION OF PROPOSALS

Proposals will be evaluated based primarily on how well the proposed system meets the City's objectives listed in Part II of this Request for Proposals in the most cost-effective manner. The City reserves the right to reject any and all proposals and to waive informalities in the proposal process. The City does not intend to enter into an agreement solely on the basis of a submitted proposal or otherwise pay for the information solicited or obtained. Subsequent procurement, if any, will be in accordance with appropriate City contractual action. Noncompliance with any condition of this proposal may result in a recommendation to the City Council that the Vendor be disqualified.

10. CONFIDENTIALITY

The Vendor agrees that it will not permit the disclosure or duplication of any information received from the City or stored on City systems unless such disclosure or duplication is specifically authorized in writing by the City, or as required by law.

The City agrees that it will not disclose or duplicate any information designated in advance by the Vendor as "Confidential/Proprietary" information to any person (other than City personnel who must have access to such information) unless such duplication, use or disclosure is specifically authorized in writing by the Vendor or is required by law. The term "Confidential/Proprietary" does not include ideas, techniques, or concepts that are in the public domain.

11. INDEMNIFICATION

Vendor shall agree to defend, indemnify, and hold harmless the City, its officials, officers, employees, agents and volunteers from any and all claims, actions, judgments, losses, costs (including personnel related costs, reasonable attorney's fees and all other claim related expenses) and damages whatsoever, including but not limited to claims made upon the City arising by reason of accident, injury, or death to any person, to Vendor or to Vendor's agents, employees, servants and all subcontractors or by reason of injury to property arising out of or in connection with work performed under the contract, except upon a finding of a tier of fact that such loss was caused by the sole negligence of the City. This promise of indemnity shall specifically apply in the case of injuries to Vendor's own employees.

12. INSURANCE

The Vendor shall procure and maintain for the duration of this agreement insurance of the types and in the amounts required by the City against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work by the Vendor, its agents, representatives, employees, subconsultants, or subcontractors.

13. INDEPENDENT CONTRACTOR

The parties intend that an independent contractor-client relationship will be created by their relationship. The City is interested only in the results to be achieved, and conduct and control of the work will lie solely with the Vendor. Vendor is not to be considered an agent or employee of the City for any purpose, and the employees of the Vendor are not entitled to any of the benefits that the City provides for its employees. Vendor understands that the City does not intend to use the Vendor's services exclusively. The Vendor is also free to contract for similar services to be performed for other

parties while under contract with the City. Vendor will be solely and entirely responsible for his or her acts and the acts of Vendor's agents, employees, servants, and all subcontractors during the performance of the contract.

14. ROYALTIES AND PATENTS

The Vendor shall pay royalties and license fees and defend all suits resulting from claims for same on all software, materials, and equipment purchased outright or leased and installed according to the specifications of the City.

15. EQUAL EMPLOYMENT

The Vendor shall comply with all federal, state, and local laws, rules, regulations and ordinances prohibiting discrimination in employment with regard to age, sex, race, color, creed, national origin, or mental handicap, unless based upon a bona fide occupational qualification.

16. VENDOR QUALIFICATIONS AND REFERENCES

A commercial software developer, Vendor or other source which submits a proposal must describe its experience in working with City and/or City governments, and provide references complete with names, titles, organizations, addresses, telephone numbers, and installation dates. Primary emphasis should be placed upon experience with Windows based permitting systems. Secondary emphasis should be placed upon other local government applications.

17. TESTING AND ACCEPTANCE

The Vendor must develop a plan for software installation, training, conversions, and testing for the entire PERMITTING system. Final acceptance of the software will not be made until the software has been delivered, placed in operation, tested by the City, and has provided full functionality in the conduct of customary data processing and PERMITTING activities for 60 days.

18. WARRANTIES

The Vendor must provide warranties to assure ownership and performance of the system. The warranty must be provided for a period of at least one year following contract acquisition.

19. MAINTENANCE AND ENHANCEMENTS

The Vendor must define who will provide systems maintenance service, where this/these individual(s) will be located, what are the response times and what service/contract cost options are offered. The Vendor will also provide the City contractually the right to determine an emergency need (as defined by the City) and the wherewithal to respond within a predetermined time frame. The Vendor must describe how they provide minor/major upgrades, bug fixes available to the City.

20. PROPOSAL PRICE GUARANTEE

The City is planning to purchase and implement the proposed system in phases because of budgetary timing issues. Therefore the City requests that Vendors provide a guarantee of proposal prices for 90 days.

21. PAYMENT SCHEDULE

Upon reaching agreement with the Vendor for the purchase or lease of PERMITTING software and servicing contract, the City shall pay the Vendor according to the schedule specified in the contract or lease agreement.

