

BAKER COUNTY BOARD OF COUNTY COMMISSIONERS



PERMIT & INSPECTION SOFTWARE FOR THE COMMUNITY DEVELOPMENT DEPARTMENT

RFP 2016-03

BAKER COUNTY BOARD OF COUNTY
COMMISSIONERS ADMINISTRATION
OFFICE

55 N THIRD STREET
MACCLENNY, FL 32063

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REQUEST FOR PROPOSAL
RFP 2016-03
PERMIT & INSPECTION SOFTWARE FOR THE
COMMUNITY DEVELOPMENT DEPARTMENT

The Baker County Board of County Commissioners, Florida (County) will receive sealed proposals until **3:00 p.m.** local time, on **December 22, 2016** at the County Administration Office located at 55 N. Third Street, Macclenny, Florida 32063. Proposals delivered to any other location will not be considered received by the Administration Office. Any proposals received after the above time will not be accepted under any circumstances. Any uncertainty regarding the time will be resolved against the Proposer. Proposals will not be accepted via fax.

At 3:01 p.m. or shortly thereafter, only the names of the respondents will be read aloud.

A clearly marked original, five (5) copies and one (1) digital copy must be sealed in an envelope and clearly marked **“RFP 2016-03 Permit & Inspection Software for the Community Development Department”** on the exterior of the package submitted.

Request for additional information or clarifications must be made in writing to the Administration Office. Facsimile or e-mail questions are acceptable. The Administration Office will issue replies to inquiries and additional information or amendments deemed necessary in written addenda, which will be posted on the County website prior to the deadline for responding. Due date for questions must be received no later than **3:00 p.m. local time, on December 12, 2016.**

Baker County Board of County Commissioners
Administration Office
55 N. Third Street
Macclenny, Florida 32063
kennie.downing@bakercountyfl.org
904-259-3613

It will be the sole responsibility of the Proposer to contact the Administration Office or our website for updates prior to submitting a response to determine if any addenda have been issued, to obtain such addenda, and to acknowledge addenda with their proposal.

Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and County holidays, any employee or officer of the executive or legislative branch concerning any aspect of this solicitation, except in writing to the Administration Office or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.

The Baker County Board of County Commissioners reserves the right to reject any or all proposals, to waive any informalities or irregularities in any proposals received, to re-advertise for proposals, or take any similar actions that may be deemed to be in the best interest of the County.

BAKER COUNTY BOARD OF
COUNTY COMMISSIONERS,
FLORIDA

Kennie Downing
County Manager

SECTION 1 – INTRODUCTION:

The Board of County Commissioners of Baker County is seeking proposals from qualified companies that can provide Permit and Inspection software to utilize in creating and tracking building permits. Currently, the County processes all permits manually.

Qualifications:

- A) The company must have been in the business of providing permit and inspection software for government development departments for the period of 3 years.
- B) The company must have a minimum of three (3) other government agencies using the same software version as proposed in this RFP
- C) The company must be licensed to sell/perform their services in the State of Florida.

SECTION 2 – SCOPE OF WORK

2.1 Scope of Service:

The proposed software must be able to meet the following objectives. Bidders shall complete the “Software Capabilities Sheet” with their response.

- 1) Create & Track Permits/Projects– Ability to create cases and associated data for permits and projects.
- 2) Workflow Automation – Ability to modify workflow so that reviews, inspections, statuses, and notifications can be modified both automatically or manually based on the County’s needs. System must have up to 3 workflow levels.
- 3) Online Document Management – Ability to create, store, and easily retrieve Permit and Project documents within the system and import files.
- 4) Application Processing/Online Permits – A user-friendly, online web portal for contractors which is easy to understand and navigate, and with the ability to create user login accounts. Permit applications can be made through the web portal from any internet connection or mobile device. Allows users to process permit applications, review fee statuses, make fee payments and capture a receipt, view project updates and status, and schedule inspections.
- 5) Fee Calculation/Cash Receipting/Tracking – Ability to develop custom variations and fee formula calculations. The capability to make fee payments and capture a receipt online, as well as pay in person at the counter. All cashing transactions including payments, refunds, fee calculations, fees added, fees removed, or fees modified will be auditable. The County currently has a PayPal account. Please state if your software

will work with PayPal.

- 6) Plan Submission/Revision (Online) – Ability to accept digital, scaled drawings/plans and supporting documentation to an online web portal where they can be distributed to appropriate staff members for digital review, redlining and ultimately approval. Provide a portal for customers to review redlined drawings and plans, make revisions, and resubmit. The solution would track versions. Plans must be able to be submitted through any internet connection or mobile device.
- 7) Mobile Inspections – Ability for inspectors to use smart devices in the field to receive dispatches, map and route inspections, schedule activities, photograph and document findings, and approve or deny inspections. Ability to download all assigned permit or case related inspections for the day locally to a device so that an active data connection is not required in the field to complete an inspection. Upon returning to coverage area, the offline work, including status, photos, and comments, can be uploaded to sync with the live system.
- 8) Reporting – Includes standard reporting with the ability to query data and develop custom reports based on the County’s needs. Integrated report writer would drive dashboard development for performance metrics and workflow.
- 9) Contractors’ Portal – Permit and Development status will be available via online portal for 24/7 access through any internet connection or mobile device.
- 10) Software must have minimum of 95% uptime.
- 11) In the event the contract is terminated, the vendor shall provide the County full access to download our data for our own use.

SECTION 3 – PROCUREMENT RULES AND INFORMATION:

3.1 Contact Person:

Kennie Downing, County Manager
55 N. 5th St.
Macclenny, FL 32063
Email: Kennie.downing@bakercountyfl.org
Phone: 904-259-5123

All questions regarding this Request shall be directed in writing; preferably by email to the County Manager. Questions shall be submitted no later than the due date on the Invitation letter in the first page of this RFP. *FIRMS DIRECTING*

QUESTIONS TO ANY OTHER COUNTY STAFF, OR ANY OTHER PERSON MAY BE DISQUALIFIED FROM SUBMITTING.

Questions submitted after that date and time will not be answered. Failure to submit requests in writing by the specified time shall not be grounds for a protest.

Note: Written requirements in the Request or its amendments are binding, but any oral communications between you and us are not.

3.2 Calendar of Events:

Listed below are the important actions and dates/times by which the actions must be taken or completed. If the County finds it necessary to change any of these dates/times, it will be accomplished by addendum. All listed times are Eastern Standard Time in Macclenny, Florida.

<u>DATE/TIME</u>	<u>ACTION</u>
December 1, 2016	Advertise RFP
December 12, 2016 by 3:00 p.m.	Q&A due
December 22, 2015 by 3:00 p.m	RFP closes
January 5, 2017	Review Team

SECTION 4 – RFP PROPOSAL FORMAT

The bidder shall follow the following format when submitting their RFP proposal. The County isn't interested in tons of brochures or superfluous information. Only provide the items requested below.

4.1 Cover letter: Provide a letter on your company's letter with the following information.

- 1) Describe the firm's organization background
- 2) Number of years in business
- 3) Number of customers using the permit & inspection software proposed in this RFP.
- 4) Include a description of the firm's experience in providing permit and inspection software, particularly with governmental agencies.
- 5) Federal tax ID number
- 6) Copy of business license from your city of origin.
- 7) The staff person assigned to the County's account. Describe this person's background and experience. The expectation is that this person will be the point of contact for all activities on the account and will be responsible for making sure that all terms of the contract are executed according to the terms established.
- 8) Disclose any relevant information that your firm believes demonstrates its qualifications for the project and/or distinguishes the firm's proposal from other proposals.

- 9) Confirmation of any addendums posted.
- 10) State this proposal is valid for 90 days from the due date of the RFP.
- 11) The letter must be signed by a person authorized to bind the company in a contract with the County.

- 4.2** Description of Proposed software and how the software meets the requirements of the RFP. The Software Capabilities Sheet must be completed.
- 4.3** References – Provide a minimum of three (3) government agencies that are currently using the version of your proposed software. Provide the designated contact person’s name, title, organization, address, telephone number, and email address.
- 4.3** Proposal fee to include full installation, implementation, and training on the proposed software.
- 4.4** Fee for annual software maintenance. The price shall be fixed for years 1 and 2 of the contract term. When does the initial maintenance agreement take effect? What is included in the annual maintenance agreement?
- 4.5** How are software upgrades handled? Are they included in the annual maintenance agreement?
- 4.6** What are the hardware requirements to run the software at its maximum efficiency? What mobile devices will operate with the software/web portal? Are there any limitations regarding mobile device brands on the software?
- 4.7** Can inspectors print permits or reports in the field through a smart device and a mobile printer?
- 4.8** How many users can access the web portal at the same time?
- 4.9** Does the system allow different access levels per user? For example the Planning & Zoning Department needs access to all files and 3 levels of workflow; however the Road Department only needs access to road improvement projects with 1 level of workflow. Please explain the access level and workflow ability of the software.
- 4.10** How many sites do you have for emergency backup/data recovery in case the main server goes down? Where is the backup located?
- 4.11** How many daily users are on your site simultaneously? What kind of trunk (band width) does you facility have in accessing the database server?

- 4.12 How frequently do maintenance periods occur? If there is downtime, how long does the downtime last (on average?) At what time of the day/week does scheduled maintenance normally occur?
- 4.13 What kind of software uptime do you guarantee?
- 4.14 If the contract is terminated, will the County have access to download our data for our own use?
- 4.15 Can the County access the web portal from a link on the County's website?
- 4.16 Provide a list of the reports the software will generate.
- 4.17 Describe how the debit/credit card acceptance works. Is there a 3rd party company processing the payments through your software? Describe any settlement fees the user would pay. Are there any fees the County would pay? Who is your 3rd party vendor?
- 4.18 Timeline for implementation after receipt of order.
- 4.19 Required County forms attached to this RFP.
- 4.20 **OPTION-** Does the software have the ability to add other modules from your suite of software? If so, briefly describe the modules available and compatible with the current version of the proposed software. Include prices for these modules.

SECTION 5 – EVALUATION OF PROPOSALS:

Companies shall be ranked based on the following criteria:

<u>Criteria</u>	<u>Weight Score</u>
Capability and Functionality of the Software our	50%
Firm's background and experience	10%
References	10%
Price	30%

Companies may be requested to provide a demonstration of their proposed software. Software performance during the demo may be used as a criteria for determining the highest ranked bidder.

SECTION 6 – TERM OF CONTRACT:

This term shall be for two (2) years with the option to renew on a year-to year basis, unless earlier terminated by the Board of the County Commissioners.

The County may terminate this Agreement at any time with or without cause, or with or without prior notice.

SOFTWARE CAPABILITIES SHEET

Vendor name _____

Software name _____

Place an "X" in the appropriate box that describes each feature of your proposed software.

ITEM	CAPABILITY	Yes, the software can do this function	No the software cannot do this function	With modifications, the software can do this function. Describe on a separate sheet
1	Create & Track Permits/Projects – Ability to create cases and associated data for permits and projects.			
2	Online Document Management – Ability to create Permit and Project documents within the system.			
3	Ability to store permit and project documents within the system.			
4	Ability to import files of various software formats into the system. Provide a list of software formats accepted.			
5	Workflow- Must be able to flow cases through a minimum of 3 individuals.			
6	Workflow Approvals- The case does not forward to the next individual on the workflow until the previous person has reviewed and approved.			
7	Workflow Automation – Ability to modify workflow so that reviews, inspections, statuses, and notifications can be modified both automatically or manually. County can make the changes.			
8	Application Processing/Online Permits) – A user-friendly, online web portal for citizens which is easy to understand and navigate			
9	Each citizen or contractor (user) has the ability to create a user login account through the web portal.			
10	Permit applications can be made through the web portal from any internet connection or mobile device.			
11	Users can process permit applications through the web portal.			
12	Users can review fee statuses through the web portal.			
13	Users can make fee payments through the web portal.			

14	Users can get a receipt they can print off through the web portal.			
15	Web portal payments can be by debit or credit card.			
16	Web portal supports debit or credit card payments through Pay Pal.			
17	The web portal will show County staff that fees have been paid by the user, and a duplicate receipt can be printed, if needed.			
18	If the user comes in person to County offices, the software will allow acceptance of the debit or credit card, and a data entry for “cash”.			
19	All cashiering transactions including payments, refunds, fee calculations, fees added, fees removed, or fees modified will be auditable.			
20	Users can view project updates and status of their case on the web portal.			
21	Users can schedule inspections on the web portal.			
22	Fee Calculation- The software allows staff to develop custom fee variations and fee formula calculations.			
23	The building fees on the web portal can be changed by County staff at any time.			
24	Plan Submission/Revision – The software will accept digital, scaled drawings/plans and supporting documentation on the web portal.			
25	Plans can be submitted to the web portal through any internet connection or mobile device.			
26	The submitted plans can be reviewed digitally.			
27	The submitted plans can be redlined and saved on the web portal.			
28	Users can access the web portal and review redlined drawings and plans, make revisions, and resubmit.			
29	The software would retain and track all versions of the plans.			
30	The County can approve submitted plans through the web portal.			
31	Mobile Inspections – Ability for inspectors to use smart devices in the field to receive dispatches.			
32	Inspectors can map and route inspections through the software on their smart device			

33	Inspectors can schedule inspection activities on a calendar.			
34	Inspectors can photograph and document findings. All photos and findings must be saved in each case file.			
35	Inspectors can approve or deny inspections in the field on their smart device.			
36	Inspectors can download all assigned permit or case related inspections for the day locally to a device so that an active data connection is not required in the field to complete an inspection. Upon returning to coverage area, the offline work, including status, photos, and comments, can be uploaded to sync with the live system.			
37	Reporting – Includes standard reporting with the ability to query data.			
38	Ability to develop custom reports based on the County's needs.			
39	User's Portal – Permit and Development status will be available via online portal for 24/7 access through any internet connection or mobile device.			
40	The system has the ability to create and store electronic signature on inspection documents and plans.			
41	Software has 95% uptime. If not explain on a separate sheet.			
42	Do you have an API or direct database access so the County can access our data to customize our own reports?			