

CITY OF SEBASTOPOL



REQUEST FOR PROPOSALS FOR ELECTRONIC PERMITTING SYSTEM (SOFTWARE AND IMPLEMENTATION)

ISSUED: DECEMBER 3, 2020

**PROPOSALS DUE: JANUARY 8, 2021
5:30 PM**

All responses must be sent to:
amontes@cityofsebastopol.org

**Alan Montes
7120 Bodega Avenue
Sebastopol CA 95472**

Phone: 707-823-6167

REQUEST FOR PROPOSAL FOR ELECTRONIC/ONLINE PERMITTING SYSTEM FOR THE CITY OF SEBASTOPOL

The City of Sebastopol is soliciting proposals for Permitting software vendor to provide fully integrated, permit tracking software system for processing land-use related permits, including building permits, zoning permits, building inspections, engineering permits (such as encroachment and grading permits) and tracking code enforcement. The system is required to be a parcel-based system required. Online and mobile functionality is a requirement to provide citizen portal and contractor access as well as functionality that will allow field staff to directly access site data and edit permits and inspections.

The purpose of this Request for Proposal (RFP) is to define the City's minimum requirements, solicit proposals, and gain adequate information by which the City may evaluate the services offered by Proposers.

The City of Sebastopol, hereinafter referred to as the "City", is seeking proposals with the intention of securing a contract with a Vendor who will provide software as well as perform all work required for the preparation

BACKGROUND

The City of Sebastopol is a small semi-urban community located in California, on the western edge of the Santa Rosa plain. It is 50 miles north of San Francisco and 8 miles west of Santa Rosa. The City, incorporated in 1902, currently has a population of about 7,800 people and serves a trade area population in excess of 50,000 people.

Sebastopol has a Council-Manager form of government, with five Council members elected at-large. The City has its own Police, Fire, Public Works, Planning, Building, Engineering Departments.

The proposed permitting system will support property records (parcel-based), permitting and inspection activities for Building, Planning, Fire, Public Works, and Engineering. City asset management is not included in this RFP. Permit tracking for these departments is generally done by each department,

1.0 PROPOSAL REQUIREMENTS

1.1 Cover Letter

The cover letter shall be signed by an official authorized to bind the firm and shall contain a statement that the proposal is valid for ninety (90) days.

1.2 Scope of Work

The Scope of Work, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. Through this RFP, the City intends to procure the software functionality listed in this section. Please provide brief itemized answers that correspond to each numbered section that clearly detail how your software provides this functionality.

- A. General:** Provide modern web form capabilities that allow for easy editing of forms and that clearly define workflows for customers and staff. System must allow online submission and payment of permits, licenses and related activities. The City will consider hosted solutions as well as client/server software solutions. If providing a hosted solution, please detail the network environment, data backup frequency and structure, and guaranteed percentage of uptime. All solutions must clearly explain the City's ability to export information from the system in the event of the maintenance contract being terminated.
- B. Data:** Integrate with ArcGIS. The City has a contract with Santa Rosa city to provide public GIS services:
<https://maps.srcity.org/Html5Viewer/Index.html?viewer=sebastopol>
The permitting software shall allow automated updating of property address and owner information from the County Assessor, which is also updated in the GIS system by Santa Rosa.
- C. Permitting:** Monitor all building activity, issue a variety of permit types (building, mechanical, electrical, plumbing, planning/zoning permits, right of way/encroachment permits, grading, fire sprinkler, alarms, code enforcement actions, etc.), link to related records, account for all appropriate fees, and validate that contractors are licensed with the City and the State of California. Business li. Also, desire dating functionality that would alert customer and staff of the pending expiration of a permit. The City requires the ability to customize permit number formatting. The city requires a solution that includes the ability to flag a property or parcel with a "Stop Work" directive and double fees on designated properties. The City would prefer a solution that includes functionality for a customer to see an estimate of the fees that will be required for a permit prior to submission.
- D. Licensing & Contractor Registration:** Provide licensing functionality including contractor licensing that can be directly integrated into the permitting process.
- E. Inspection Tracking & Scheduling:** Allow automatic creation of specific inspection types based on permit applications. Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities. Allow online customer inspection requests and provide calendaring functionality for inspectors that allow them to easily create a daily schedule from inspection requests. Allow real time inspection results to be publicly available to all users including via email to permit holder. Provide dating functionality that provides ticklers for permits and inspections with no activity. Permits should automatically close upon a successful final inspection.
- F. Plan Application Tracking/Workflow:** Provide on-line reporting capabilities for all permit applications and license reviews from permit submission to issuance. The system should provide a visual workflow status that is clear to both the customer and internal staff.
- G. Reporting:** Generation of reports using any combination of data elements maintained by land use and permitting systems. A dashboard that overviews activity levels and that is capable of being made public is preferred. The City desires automated reports that can be emailed on a pre-defined schedule as well as a publicly (without registration) viewable list of registered contractors.
- H. Public Online Application Submittal and Inquiry Capabilities:** The software will allow unregistered read-only queries of active and closed permits based on address, as well as general property information (assessor parcel information, other city-provided information). The City would prefer a solution that also allows queries of a map to see active permits or code complaints. Software will have the capability to

allow online submittal of permit applications and related plan submissions, and code enforcement complaints.

- I. Complete software documentation for support staff, users, and administrators.**
- J. Mobility/In-Field usage:** While not anticipated to be implemented at the outset the system should be able to support in-field usage. View, schedule and modify inspections and record notes while in the field from laptops or tablet devices. Allow pictures to be easily attached to inspection reports. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant as well as attached plans. Retrieve data by searching any parameter, including permit #, contractor, address, etc.
- K. Parcel Based Information:** Software must include the ability to assign conditions to certain parcels such as a Historic District, Floodplain etc.
- L. Capability to track application processing/workflow:** Routing applications to interdepartmentally (ability to send to outside agencies preferred), tracking comments, conditions of approvals, etc., and ability to upload staff reports, final approvals, and other documents.
- M. Payment Processing:** Software must directly integrate with credit card processor and contain cash register functionality for processing of payments. Payment processing must contain audit mechanism to track payment overrides and nuanced user rights that limit users who can override payment structures. Integration with the City's current processors is preferred (Springbrook for financial software and Authorized.net for credit card processing).
- N. The Scope of work must include Implementation services, including, but not limited to:**
 - Software installation and setup
 - Template and application form development
 - Testing, including acceptance testing
 - Training for City staff/users
 - Software maintenance and warranty services. The Scope of Work must also include a schedule of deliverables and milestones associated with each of the above modules or phases. A solution that will provide a high level of functionality with ease of use is desired. Consideration will be given to a well- designed and proven software system that has excellent vendor support, rich capabilities, and robust ad hoc reporting tools.
- O. Software Agreement:** Please include a template of any required / typical software agreement the City will need to enter into for the software system, maintenance or other requirements of the Vendor.

1.3 Experience and Qualifications

Describe the proposed personnel's qualifications for conducting the proposed work. For each proposed key person, provide a brief description of three projects where that person provided similar services, for similarly sized cities or agencies. For each of the three projects referenced, provide the client name and contact information.

1.4 Costs

The proposal shall define the total estimated contract price for software and its implementation as well as on-going costs (if not applicable because included, please note included). The estimate shall include a breakdown of:

One-time Costs:

Software License Costs (6 regular users/ additional 6-10 infrequent users)
Software Customization Costs
Interfaces/Integration Costs
Data Conversion Costs
Professional Service Costs (not including integration and interfaces)
Training Costs
Server Hardware Costs
Software Upgrades (Browser, Adobe, Report Writer etc.)
Expenses (miscellaneous)

Recurring Costs:

Annual Maintenance costs
Custom Modification Maintenance (if applicable)
Data storage costs (if applicable)
Additional Maintenance Fees (if applicable)

Maintenance Schedule:

Rate of increase for any annual Maintenance Costs or Inflation Costs (as a %)

Additional Costs:

Hourly Rates for additional services, if applicable
Any other costs, if applicable (please specify nature of costs)

2.0 SELECTION CRITERIA

The City's selection criteria for this work include, but may not be limited to, the following:

- Responsiveness to requirements, terms and conditions of RFP
- The quality of the Consultant's response to the RFP and understanding of the scope of services.
- Proven ability to perform in a timely fashion.
- Timeline of implementation and ability to work with City staff
- Costs (both initial and on-going) will be a consideration

Proposal Evaluation and Selection Process: Following the submission deadline, a selection committee will evaluate all responses and may develop a short-list of vendors. Responders

will be notified and finalists will be invited to present demonstrations to our staff if necessary. After all demonstrations are completed, the selection committee shall reconvene to either make a decision or to request further information.

The City may request finalists provide a sandbox demonstrating the functionality of the program over a 30 day period for staff to try out the software. The selection committee will then make recommendations regarding the selection and request authorization to enter into a contract with the approved vendor. The committee reserves the right to accept/reject any or all proposals. Submission of a proposal indicates acceptance of the conditions contained in the RFP and an agreement to negotiate a contract for services. An award can be made on the basis of greatest benefit to the City.

3.0 GENERAL INFORMATION

3.1 Proposal Due Date

Proposals will be received by the City of Sebastopol **until 5:30 p.m. PST on Tuesday, January 5, 2021**. City is accepting electronic proposals in pdf format. Proposers shall send submittals to:

Alan Montes – amontes@cityofsebastopol.org

City of Sebastopol
Attn: Alan Montes, Associate Planner
7120 Bodega Avenue, Sebastopol, CA 95472

City of Sebastopol is not responsible for proposals that are delinquent, lost, mismarked, sent to an address other than that given above, or sent by mail or courier service. The City of Sebastopol reserves the right, after opening the proposals, to reject any or all proposals, or to accept the proposal(s) that is, in its sole judgment, in the best interest of the City of Sebastopol.

3.2 Project Time Schedule

The following is the schedule for consultant selection and project initiation:

Release of RFP:	December 3, 2020
Deadline for Questions:	December 29, 2020
Final Response to Questions posted:	January 5, 2021
Proposal due date	5:30 p.m. (PST), January 8, 2021
Consultant Selection:	January 19, 2021
Award and Notice to Proceed (NTP)	February 1, 2021

Note, the City reserves the right to modify this schedule, any changes will be posted to the website as listed in Section 3.3.

3.3 Relevant Questions

Any relevant questions concerning the RFP or Scope of Services shall be directed to Alan Montes at (707) 823-6167 or amontes@cityofsebastopol.org. All communications should be in writing. Any oral communications will generally be considered nonbinding on the City.

The City will respond in writing to written communications. staff will post written answers to these questions at the website noted below.

If, in the City's opinion, any such response changes the intent of the RFP, or otherwise would provide an advantage to one proposer over another, an addendum to the RFP will be issued and posted on the City's website at:

<https://www.ci.sebastopol.ca.us/Local-Business/Current-Bidding-Opportunities>

3.4 Additional Information

The City reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and/or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

4.0 CONTRACT TERMS / AGREEMENT

The successful firm will be required to execute the City of Sebastopol Standard Agreement (see Attachments). Additionally, the project is being funded with State of California "SB2" grant funding, and the applicant shall abide by all applicable terms of this agreement (to be incorporated by reference to the contract with the City). No exceptions to this agreement will be accepted and that any consultant submitting a proposal must be prepared to execute this agreement without modification. These documents are attached to this RFP:

ATTACHMENT A - Standard Professional Services Agreement

ATTACHMENT B - SB2 Contract requirements

Additionally, as noted in section 1.2 (O), Responses must submit any additional agreements required by the Vendor, including software or maintenance agreements.

5.0 NEGOTIATION OF CONTRACT

After selection of the consultant, the City and the consultant shall negotiate the contract under which the work shall be performed. All items submitted in the consultant's proposal shall be subject to negotiation.