Request for Quote Community Development Software

For the City of Dublin, Ohio

Prepared by:

Information Technology & Community Development

5200 Emerald Parkway

Dublin, Ohio 43107

Introduction

Purpose for RFQ: The City of Dublin, Ohio is interested in contracting with a Community Development Software vendor to provide Workflow Automation and Tracking Services for Building Permits, Building Inspections, Code Enforcement, Planning and Zoning Management, including mobile capabilities, citizen access and response functionality.

Background Information: Dublin, Ohio, USA is a progressive, well-educated and innovative city located in the northwest area of metropolitan Columbus.

Approximately 25 square miles and home to 43,000 people, the City annually hosts Jack Nicklaus' PGA Tour Memorial Tournament at Muirfield Village Golf Club and one of the nation's largest Irish cultural events – the Dublin Irish Festival. In 2014 and 2012, Dublin was recognized as the Most Outstanding Global Festival and Event City in the World by the International Festivals and Events Association.

Dublin also is known as a leader in municipal innovations, including tax increment financing, underground fiber optics, Wi-Fi deployment and green initiatives.

Dublin has long been recognized as a premier community, not only locally, but also internationally. Home to Ohio's largest corporation, Cardinal Health – 21 on the Fortune 500 list, Dublin also is the headquarters of the Wendy's Company, Ashland Inc. and OCLC.

Dublin's diverse and sound economic base provides the foundation for the present and future stability of the City. The City's continued economic vitality is the result of quality development, strategic planning and aggressive efforts to attract and retain high-quality commercial development.

All three high schools were named to Newsweek's 2012 list of top high schools in the country. With 25 institutes of higher learning in Central Ohio, including The Ohio State University, the region offers a pipeline to 115,000 college students and 20,000 annual graduates.

Dublin's largest source of funding is income tax revenues, which are allocated 75 percent to the General Fund and 25 percent to the Capital Improvements Program (CIP). Dublin's healthy tax base provides the resources necessary to keep pace with the city's growth and underwrite the high quality of life enjoyed by Dublin's corporate and residential citizens.

The CIP establishes a fiscally sound plan for Dublin's future investment in capital infrastructure and provides financial guidelines that identify available revenue sources, debt capacity and policy for projecting revenues and designating reserves to be maintained.

Dublin's fiscally sound stewardship has earned the City the highest available bond ratings – AAA from Moody's Investors Service and AAA from Fitch Ratings – a distinction carried by approximately three percent of rated cities nationwide.

These ratings reflect the cooperative efforts of private citizens, civic leaders, government officials and business representatives. Such widespread commitment to the community ensures that Dublin will remain one of the most desirable suburbs in Central Ohio and the Midwest

Statement of Work

A customized off-the-shelf software solution that will support automation of all necessary functions related to the overall permit process. The software will contain the following functions to the greatest extent possible:

- Development Review and Tracking: Necessary software tools and integrated databases for central coordination and tracking of the general development review processes (annexation, zoning and subdivision platting/lot splits). This includes the scheduling and tracking of cases relative to board and commissions, including agenda generation capability and managing document flow.
- Public Online Application Submittal, Payment, Complaint and Inquiry Capabilities: The software will have the capability to integrate with existing web site and allow public online submittal of complaints, access of information, online permit applications, and plan submittal.
    - o Electronic Plan Review Management: Fully integrated electronic plan review management tool to concurrently review plans, redline, comment, upload, convert plans to PDF and publish/share with the applicant. Users can easily identify changes made from one submittal to the next. Should have the capability to interface with our existing Avolve solution or a new solution that is integrated into the respective "off-the-shelf" solution.
    - o Plan Application Tracking: Provide on-line and reporting capabilities of all plan check and review activities from permit issuance to project.
- Permitting: Monitor all public and private building activity, issue a variety of permit types by project (building, grading, mechanical, electrical, and encroachments, etc.), link to related land records, account for all appropriate fees, and validate contractors.
    - o Capability to handle Contractor Registration and Business Licenses. This should include the following:
        - ▪ Validate requirements and expiration dates against the permit information
        - ▪ Allow for applicate and payment online.
- Inspection Tracking and Scheduling: Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities. Should have a "field solution" that enables all inspections to be resulted in the field and those results being made available for "public" view (contractors, architects, builders, homeowners, etc.). Should also interface with current IVR systems.
    - o Mobility/In-Field Usage: View, schedule and modify inspections and record notes while in the field from laptops, PDAs, iPads and tablet devices. Attach and view photos of job sites. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant. Retrieve data by searching any parameter, including permit #, contractor, address, etc.
    - o Access to previously recorded information for a property from the field
    - o Capability to handle Contractor Registration and Business Licenses. This should include the following:
        - ▪ Validate requirements and expiration dates against the permit information
        - ▪ Allow for applicate and payment online.
- Code Enforcement: Allows for the management of code violations, including field inspections, photography and notice generation in the field (software and hardware).
    - o Mobility/In-Field Usage: View, schedule and modify inspections and record notes while in the field from laptops, PDAs, iPads and tablet devices. Have the ability to quickly

access all contact details for the owner, applicant, contractor or complainant. Retrieve data by searching any parameter, including permit #, contractor, address, etc.
- Capability to integrate to the following systems:
  - Geographic Information System (ESRI)
  - Document Imaging System (Laserfiche)
  - Financial System (Munis) Electronic Plan Review (Avolve' s ProjectDox)
- Software documentation for support staff, users, and administrators.
- Generation of ad-hoc reports.
- Mobility/In-Field Usage: View, schedule and modify inspections and record notes while in the field from laptops, PDAs, iPads and tablet devices. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant. Retrieve data by searching any parameter, including permit #, contractor, address, etc.

The Scope of Work should include implementation services, including, but not limited to:

- Software installation and setup
- Data conversion
- Template and application form development
- Work Flow Development
- Web integration services
- Application Integration services
- Testing, including acceptance testing
- Training for support staff, end users, and administrators
- Complete, customized documentation for administrators, users, support staff.
- Custom report writing services
- Associated vendor project management
- Software maintenance and warranty services.

Network Requirements

City of Dublin Supported environments for new applications:

Windows Server 2012
Microsoft SQL Server 2012
Vmware appliances running on VSphere 5+
Linux Appliances running on VSphere 5+

Hosted applications or web based services
Preferred that they are SAML 2.0 or WS-Fed compliant and claims aware.

PCI
Hosted models should have current PCI compliance.
On premise systems should not store, capture, or transmit credit card information locally.

The City of Dublin is very interested in applications that support SaaS.

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

Proposal Contact Information
For questions regarding this RFQ please contact:

Jim Thompson
Project Leader
Division of Information Technology
City of Dublin
5200 Emerald Parkway
Dublin, OH 43017
Phone: 614.410.4451
Cell: 614.206.3861
Fax: 614.410.4495
Email: jthompson@dublin.oh.us
WEB: www.dublin.oh.us

Proposal Submission Information
All proposals must be in conformance with the submittal instructions provided in this RFQ and received no later than **July 18, 2016.**

Mark Envelope with the title "**Community Development Software RFQ**"

Please submit three paper copies of your submittal and one electronic copy. The electronic copy shall be submitted in PDF format.
All responses must be submitted in the form set forth in this RFQ, sealed and delivered to:

Jim Thompson
Project Leader
Division of Information Technology
City of Dublin
5200 Emerald Parkway
Dublin, OH 43017
Phone: 614.410.4451
Cell: 614.206.3861
Fax: 614.410.4495
Email: jthompson@dublin.oh.us
WEB: www.dublin.oh.us

All proposals received after the deadline will be considered non-responsive and shall be returned to the Vendor unopened. No faxed or emailed proposals will be accepted.

Proposal Format and Evaluation Process

To simplify the evaluation process, the Vendor's proposal shall be submitted in the format outlined below:

1. Letter of Transmittal – The proposal letter shall be addressed to the Contact listed and shall include the complete name of the firm or person(s) submitting the proposal, the main office address, primary contact person's name, title, telephone number, email as well as a signature of representative legally authorized to bind the proposal.

2. Table of Contents – Clearly defined sections and pages numbered.

3. Executive Summary – A summary of the proposal stating the proposer's understanding of the requested system and highlights of the proposed solution.

4. Vendor Profile and Qualifications – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the solution.

5. Experience – Provide a description of local government experience and experience completing similar projects.

6. References – Provide at least five (5) references of current clients of similar scope with the proposal. Include name, title, address, phone number and email of contact person.

7. Software Description – Provide screen shots and an overview of the system's features.

8. Technical Requirements – All hardware requirements, system software, and application requirements must be listed.

9. Implementation Services/Scope of Work – Provide a sample project management plan including reasonable target dates. This section must also outline key activities, work products and assumptions.

10. Training – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.

11. Support and Maintenance – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support.

12. Cost Proposal – Please provide costs for licensing, interfaces, maintenance, training and any additional services.

13. Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals.

Proposal Evaluation and Selection Process

Following the submission deadline, a selection committee will evaluate all responses and short-list the proposing 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 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 RFQ and an agreement to negotiate a contract for services. An award can be made on the basis of greatest benefit to the City of Dublin.

Additional Information

Questions/Additional Requirements:

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

No Award – Recipients of this RFQ are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting, offering or awarding a contract, representation or agreement of any kind.

Not Liable for Costs – The City is not liable and will not be responsible for any costs incurred by any vendor(s) for the preparation and delivery of the RFQ responses, nor will we be liable for any costs incurred prior to the execution of an agreement, including but not limited to, presentations by RFQ finalists.

Property of the City – Responses to this RFQ will become the property of the City and will form the basis of negotiations of an agreement with the apparent successful vendor.

Waiver of Irregularities – The City reserves the right, at its sole discretion, to waive minor administrative regularities contained in any proposal.

No Obligation to Buy – The City reserves the right to reject any or all proposals at any time without penalty and from contracting with any vendor. The release of this RFQ does not convey the initiation of a purchase.

Withdrawal of Proposals – Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFQ Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Errors in Proposal – The City will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.

Corrections or amendments due to errors identified in the vendor's Proposal may be accepted if this type of correction or amendment is due to typing, transposition or any other obvious errors. Vendors are liable for all errors or omissions contained in their proposals.

After opening and reading proposals, they will be checked for correctness. If, after the opening and tabulation of proposals, a vendor claims error and requests to be relieved of award, s/he will be required to promptly present certified work sheets. The RFQ contact will review the work sheets and if the RFQ Contact is convinced, by clear and convincing evidence, that an honest, mathematically excusable error or critical omission of costs has been made, the vendor may be relieved his/her proposal.