

The City of Harrisonville, Missouri

Codes Administration Department

REQUEST FOR PROPOSAL – RFP

Construction Permit and Inspections Tracking Software

Proposal Due Date: April 1, 2010

Submit to:

Codes Administration Department

300 East Pearl Street

PO Box 367

Harrisonville, Missouri 64701

Attn: Steven P. Rauscher, Director

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I. Background Information

City Information

The City of Harrisonville is a small, but growing community in Cass County, Missouri, 40 miles south of Kansas City. The current population is estimated at 10,000 with an estimated 3,600 housing units. The City of Harrisonville has approximately 450 available vacant single-family dwelling lots located within several subdivisions.

Request for Proposal

This Request for Proposal (RFP) is issued to invite suppliers to submit proposals for an application software package to support the building construction and permitting 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 3:00 P.M. CST, Thursday, April 1, 2010. Applications will be evaluated with a final selection expected by the end of May 2010. RFP packets may be picked up at Harrisonville City Hall, 300 E. Pearl Street, Harrisonville, Missouri 64701, or reviewed and downloaded at ci.harrisonville.mo.us. Questions and responses should be directed to Steven P. Rauscher, Director of Codes Administration.

General Instructions

- After reviewing the Request for Proposal document, please confirm whether your company plans to submit a proposal by email to codesdir@ci.harrisonville.mo.us, or in writing via fax to Steven P. Rauscher at 816-380-8906.
- Make your responses as complete as possible and answer all questions. If you have questions, contact Steven P. Rauscher @ 816-380-8958 for assistance. Be as specific as possible and include explanations.
- Customer references should include cities of similar size with a similar volume of permits issued.
- If your basic product covers the requested functions, but omits certain specialty functions such as 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 building construction permits and track inspection activity is unable to deliver the desired level of customer

service. The City of Harrisonville's Codes Administration Department strives to meet the following goals:

1. Promote customer satisfaction.
2. Assure quality development.
3. Coordinate plan reviews, permit issuance, and inspection operations.

II. Project Information

Systems Objectives

Efficient (fast, easy) data entry and report extraction
Search by any parameter (address, name, parcel, permit, date, type, etc.)
Flexible reports configuration menu
Flexible forms design menu
Multiple document attachment capability
Security for confidential information
Copy or "clone" feature for multiple permits, spell check, language text translator
Wireless "in the field" data entry
Contractor license verification
Internet inspection requests and inspection results
Internet access for simple permit applications
Interface capability with other programs
GIS linked to county assessors data via internet interface
Reduce legal exposures by keeping accurate logs of project and permit history

Software Package Approach

To the extent feasible, the City will select one integrated permits and inspections 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
- Tailor screens and reports
- Add peripheral functions
- Generate specialized reports and queries
- Interface with related systems and data
- Integrate with the City's local area network, finance software (currently InCode version – 8)
- Integrate with specialty functions, such as handheld terminals, and Arcinfo Geographical Information System (current version – 9.3)

III. Proposal Format Requirements

The City requires that the vendor's proposal shall be submitted in the format outlined in this section. The City reserves the right to require additional information or materials after the proposals are submitted. Departure from the outline presented below will make it more difficult to evaluate your proposals. An officer who is authorized to negotiate for and bind the vendor contractually must sign the proposal.

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, years in business, and support staff size, including management team and qualifications of key staff that would be working with the City. Please address the vendor ownership status (sole proprietor, 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 and inspection responsibilities that are similar to the City of Harrisonville's. Names and titles of contact persons must be included.
- IV. Software Information
General features of the proposed system, including but not limited to tracking, numbering, reports, 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. Customization
The proposed system should be customized for integration with a wide range of applications in municipal government, programs such as Microsoft, InCode and Arcinfo geographical Information system. It should also be capable of customization to meet the unique needs of the City of Harrisonville. Please provide a list of system components and the tools used to customize them.

- VII. Technical Response Requirements
- a. System design and documentation
 - b. Pre-development process
 - c. Permit application and issuance
 - d. Inspections tracking
 - e. Reports
 - f. Fee tracking
 - g. Certificate of occupancy (temporary & final)
 - h. Inspection scheduling and training
 - i. Business tracking/licensing
 - j. System functionality
 - k. Integration with other systems
 - l. User based modifications
- VIII. 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. The sample plan must also describe the major tasks and steps involved with policies, procedures, and forms adjustments.
- IX. Data Conversion/Migration
- Please provide the City with the 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. Current software is Black Bear Systems PTWin32v2 Version 2.0.25.
- X. 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.
- XI. Testing and 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.

XII. Maintenance

The vendor shall submit terms and conditions for maintenance servicing agreements, which include: 8 hour, 5 day-per-week software support, and response time by the vendor following support requests. The vendor shall submit with the proposal information concerning 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.

XIII. Price Proposal

The cost proposal must include the following:

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

IV. Terms & Conditions

1. Communication with the City

All communications about this Request for Proposal must be directed through Steven P. Rauscher, Director of Codes Administration. 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 3:00 P.M. CST, Thursday, April 1, 2010 to:

Codes Administration Department
300 East Pearl Street
PO Box 367
Harrisonville, Missouri 64701
Attn: Steven P. Rauscher, Director

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 & Inspections software at City facilities without charge to the City.

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.

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 & Inspections 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 necessary.

8. Addenda to the Request for Proposal

In the event that it becomes necessary to revise any part of this Request for Proposal, addenda should 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 Proposal, 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 Board of Alderman that the vendor be disqualified.

10. Indemnification

Vendor shall agree to defend, indemnify, and hold harmless the City, its officials, employees, agents and volunteers from any and all claims, actions, judgments, losses, costs (including personal 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 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 employee.

11. 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 public domain.

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, sub consultants, or subcontractors.

13. Independent Contractor

The parties intend that an independent contractor-client relationship will be created by the 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 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 solely and entirely be responsible for his or her 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 and inspection 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 and inspections 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 and inspections activities for sixty (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 the response times are 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. Payment Schedule

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