

REQUEST FOR PROPOSALS ZONING PERMITTING AND NOTIFICATION SOFTWARE

The Municipality of Norristown's planning and Municipal Development Department, is seeking proposals for Implementation of a Zoning Permitting and notification software.

BACKGROUND

The Municipality of Norristown has over the years, utilized a Microsoft access database to process its Zoning Permits. This database is currently dated and the version it was created in is no longer supported by Microsoft. As such, the Zoning office under the auspices of the Planning and Municipal Development Department, is seeking proposals for replacement software to process Zoning Permits and issue notifications; software that can eventually be expanded to allow for other Municipal permit issuances as well. The ability to promptly respond to citizen zoning requests in a professional and coherent manner, is central to the revitalization of the Municipality's business and residential districts. An effective system will take into account Norristown's diversity of property use, historic attributes, density and need to stay ahead of the technology curve.

I. DESCRIPTION OF PROJECT

The Department of Planning and Municipal Development is charged with preparing and implementing plans to encourage economic and community revitalization within the boundaries of the Municipality. The Department also administers land use registration permits (Zoning) and guides applicants through the Zoning Hearing and the Land Development/Subdivision process, among other things. As part of that process, the Department is responsible for Zoning use reviews and issuance of Zoning Permits, in accordance with the Zoning Ordinance, in addition to subdivision and Land Development approvals. Zoning permits include but are not limited to permits for land use, signs, fences, decks and sheds. As such, we are seeking for a customized software package that is adaptable with current technology trends and easy to use, for the purposes of Zoning permit application, management and tracking. This should also include the ability for zoning notifications of those affected by the use change, and have the capability to be utilized for processing and issuance of other Municipal permit types in the near future.

II. EXISTING DATA

The consultant will review the existing historical Zoning data including sign permits and to the best extent possible, extract and incorporate it OR recommend a method of

extracting and incorporating it into the proposed software to ensure continuity of Zoning information on all reviewed uses, be they nonconforming or conforming. This would apply to sign permits and assessments as well, and have the ability to incorporate any future data as deemed necessary.

III. SCOPE OF SERVICES

The Municipality of Norristown is requesting an already developed and proven Zoning Permitting and notification software with the ability for the following:

- i) Ability to generate Zoning Permits with clear instructions as to the current use, proposed use, use determination, additional dimensional and regulatory requirements, and additional steps and approvals that may be needed by the applicant.
- ii) Ability to generate Sign, fence and shed Permits as a subpart of or separate from the Zoning Permit, delineating items mentioned in (i) above.
- iii) Generate form letters/permits for the annual sign assessment.
- iv) Generate notifications for neighbors within 300ft of affected property.
- v) Enable tracking of applications/developments from the Zoning permit process to HARB, to ZHB/Council for variances, special exceptions and Conditional use approvals, subdivision and land development to building permitting.
- vi) An online based software with a multiple user interface and other capabilities like a GIS component is preferred.

The consultant should include in their proposal any other innovative products and tools which have proven successful for similar projects or which they believe would be ideal for the task at hand.

IV. REQUIRED INFORMATION

- 1. A description of other similar projects for which your firm has installed and maintained services, particularly those dealing with issuance of zoning permits.
- 2. A list of the specific personnel who will be assigned to the project, along with a description of their professional qualifications and work experience, preferably in resume or curriculum vitae format. The firm should clearly identify the lead consultant/contact person, and delineate the specific tasks that each person will be expected to accomplish along with the proportionate amount of time that he/she will spend on the project including maintenance of this product. A troubleshooting response timeframe should be included.
- 3. A written statement which clearly demonstrates an understanding of the project which includes the following: a detailed explanation as to how the consultant would approach this project and how they would attempt to meet the Municipality of Norristown's Planning and Zoning Department desires and expectations; a sample course of action, i.e. how the consultant or team of consultants would proceed with this project including availability to provide training as needed.

4. Cost proposal as reflected in a “Not to Exceed” figure, which specifies the hourly rates of all assigned personnel and a breakdown of all associated costs for the work to be performed, including yearly fees associated with maintenance and updates.
5. Timeline with a breakdown of project delivery. Estimated project completion: Not more than 90 calendar days from date of Notice to Proceed.

V. EVALUATION CRITERIA

The Municipality of Norristown and Planning and Municipal Development department which also administers the Zoning, Subdivision and Land Development process, will be responsible for evaluating and selecting the consultant(s), for determining their goals and objectives, and for implementing the program.

Negotiations and award of the contract will be to the firm or firms that provide the most advantageous proposal, all things considered, including price and costs. **The Municipality of Norristown reserves the right to reject any and all proposals.**

Criteria have been established to guide the evaluation of each consultant’s proposal. The top-ranked firms may be asked to make an oral presentation to representatives from the Municipality of Norristown. It is expected that the firm’s lead consultant/project manager would take part in any oral presentation. The written proposals and oral presentations will be evaluated on the following criteria:

1. Qualifications of the firm, with special emphasis on previous experience with related projects, particularly those dealing with units of local government, or other public agencies. A firm with experienced personnel familiar with the type of service needed is preferred.
2. Level of creativity and innovation through which the consultant proposes to develop and implement a software package for the Municipality of Norristown, with the capability of incorporating other future permitting needs by the Municipality, while remaining technologically relevant.
3. Ability to produce and deliver a product in a cost effective and timely manner.
4. Knowledge of Municipal permitting requirements and notifications.
5. Cost as reflected in a “Not to Exceed” figure.

VI. DIRECTIONS FOR PROPOSAL SUBMISSION

One (1) original and three (3) copies of the Proposals must be submitted to the following address no later than **3:00 p.m. on Wednesday, February 22, 2012.**

**Jayne Musonye
Director of Planning/Zoning Officer
Municipality of Norristown
235 E. Airy Street
Norristown, PA 19401**

For further information, please contact the Planning Department at (610) 270-0451.