

Capitol Region Council of Governments (CRCOG)

REQUEST FOR PROPOSALS:
Online Permitting

Proposal Deadline

SUBMITTALS MUST BE RECEIVED BY:
November 3, 2015
2:00 p.m. EST

Submit Proposals to:
Capitol Region Council of Governments
241 Main Street, Fourth Floor
Hartford, CT 06106

CAPITOL REGION COUNCIL OF GOVERNMENTS

REQUEST FOR PROPOSALS:
Online Permitting Software

I. BACKGROUND AND INTENT

A. Background

The Capitol Region Council of Governments (CRCOG) is a regional planning organization consisting of 38 towns in the Hartford region. The CRCOG manages a CRCOG IT Services Cooperative. Members of the CRCOG IT Services Cooperative are members of the Capitol Region Purchasing Council (CRPC) and the Connecticut Council of Small Towns (COST).

CRCOG entered into a strategic partnership in 2010 for Regional Online Permitting and that partnership is on-going and has 23 participating members. CRCOG's intention is for this program to continue.

CRCOG's intent with this RFP is to offer an online permitting system that is completely web-based (not on premise). This offering would be in parallel with the current Regional Online Permitting system, giving our membership additional options.

CRCOG's intent is to incorporate new technological advances in recent years, including the proliferation of tablets and smart phones and strengthen and diversify its Regional Online Permitting offerings. In addition, many municipalities have fragmented permitting systems. CRCOG's hope is to offer a comprehensive permitting solution to its member municipalities.

The purpose of this RFP is to solicit proposals that provide a reasonable basis to determine the most advantageous partnership for the Capitol Region Council of Governments. The proposals should contain comprehensive and effective solutions designed to achieve CRCOG's objectives as stated in this RFP.

B. Participating Towns

The towns that have expressed interest in participating in this initiative are as follows: Bolton, Branford, Canton, Coventry, East Hartford, Haddam, Naugatuck, Norwalk, Southington, Stamford, Waterford and Windsor.

Once participating towns successfully pilot this program, this program will be incorporated into CRCOG's IT Services Cooperative available to all IT Services Cooperative members.

II. SCOPE

A. Functionality

CRCOG is looking to acquire the functionality that can be provided through a web-based system. In other words, the user or applicant uses a website to access the system. The system should provide for electronic plan review, permit management and inspection system management. The Scope shall include, but not be limited to the creation and deployment of:

- A user-friendly, web-based design that can track user activity and accept electronic signatures;

- Systems for internal and external users to create accounts with multiple security levels and possess the ability to notify users via email of changes or the status of permits;
- Capacity to handle prints, photos and plans, as well as process fees online;
- Capability to track internal and external process changes and user actions;
- Ability to implement custom workflows by permit type/group and to generate appropriate reports;
- Ability to host a multi-tenant client structure on a single database; and
- Support appropriate associated/peripheral technology, including mobile technology/applications.

Examples of functions the Applicant should be able to perform are as follows:

- Public Inquiry
- Applicant/Contractor/Homeowner Registration
- License validation for Contractors (against CT state DCP list)
- Application for Permit
- Calculation of fees due
- Payment
- Monitoring of permit status
- Electronic permit retrieval (after issued)

Examples of functions the Town User should be able to perform are as follows:

- Application for Permit
- Permit Review, Approval and Issuance
- License validation for Contractors (against CT state DCP list)
- Integration with GIS and GIS layers
- Calculation of fees due
- Payment
- Inspection
- Permit issuance
- Certificate of Occupancy Issuance
- Permit closure
- Reporting
- Audit tracking

Details of the required functionality are presented in the Requirement Template that accompanies this RFP.

B. Modules

The system should have the following modules available:

1. Building Permitting: including: Mechanical, Electrical, Plumbing Gas and other Building related permits, including solar permitting
2. Planning, Zoning, Wetlands (Conservation) application and permitting
3. Health Permitting
4. Fire Marshall Permitting
5. Code Enforcement (Building, Fire and Health)

6. Public Works Permitting
7. General Licensing (Dog, Special Events, etc.)
8. Inspections (Permitting Inspections and Code Enforcement Inspections)

C. Software

CRCOG wishes to acquire software that is pre-existing within the marketplace and requires no special customization of code other than built-in configuration options and user exit routines in performing the desired functions. This software is generically referred to as “packaged”.

All proprietary software in the vendor’s solution must be identified as to software product, function performed, its specific proprietary nature, and ramifications of its proprietary use. CRCOG seeks to acquire, as much as possible, non-proprietary software with open architectural characteristics.

D. Software Licensing

The vendor must provide detailed descriptions of software and software support services to be delivered as part of this contract. The vendor should provide all of the related software licensing costs including initial acquisition of the licenses and annual maintenance costs. These licensing costs must be identified on a product-specific level so that CRCOG and the towns can select from various implementation strategies to fit their needs or budget.

E. Customer Service

Customer service and responsiveness is a priority to CRCOG and its members. The response must outline clearly the service level expectations, including minimum expected response times, historical response times, communication methods, release schedules and communications and escalation procedures as required in the Proposal Format.

III. COST PROPOSAL

A. Overview

CRCOG has outlined a number of Cost options in the Cost Proposal Attachment. Complete all options. Vendors can, in addition, choose to propose an alternative pricing model. Alternative pricing proposals must be in addition to the options and must use initial / implementation costs and on-going costs. The Cost Template should include all listed towns in the total for the alternative pricing proposal but you must also specify the line items of the alternative pricing proposal.

B. Cost Options

CRCOG has divided town sizes based on past experience to very small, small, medium, large, and cities. If you would like to propose one flat cost, you may complete the top line within the section. If you would like to propose an alternative to these categories, please complete the

“alternative pricing” sheet.

The Cost Options are as follows:

1. Enterprise licensing by town: unlimited users within the specified municipality.
2. Per User per month Licensing
3. Per Permit/License pricing

IV. INSTRUCTION FOR PROPOSERS

A. Submission

Sealed proposals, in accordance with the format prescribed below, will be received at the Capitol Region Council of Governments, c/o Pauline Yoder, located at 241 Main Street, Hartford, CT 06106, **until 2:00 p.m. EDT November 3rd, 2015.** Any responses received after the advertised opening date and time shall be rejected. Respondents are required to provide one (1) signed original and nine (9) copies of their response, including all supporting documentation, as well as a CD or flash drive containing an exact copy of all requested materials.

Note that the submission of any proposal indicates acceptance by the respondent of the terms and conditions contained herein, unless otherwise specifically noted in the proposal itself and confirmed in resulting contracts.

B. Questions

General inquiries concerning the Request for Proposals must be made to: pyoder@crcog.org

However, no oral interpretations shall be made to any respondent as to the meaning of any of the proposal documents. Every request for an interpretation shall be made in writing, addressed and forwarded to the e-mail address above. To receive consideration, such questions must be received by **October 19th, 2015 at 3:00 PM.**

There will be an optional bidder’s conference on **October 13th, 2015 10 AM** at the CRCOG offices at 241 Main St., Hartford, CT 4th Floor (<http://www.crcog.org/about/directions.html>.)

CRCOG’s staff will arrange as addenda, which shall be made a part of this RFP and any resulting contracts, all questions received following the above procedure and the decisions regarding each. By Wednesday, **October 21st, 2015**, CRCOG will post a copy of any addenda to CRCOG’s website, located at **www.crcog.org**. It shall be the responsibility of each respondent to determine whether any addenda have been issued and if so, to download copies directly from the agency’s website.

C. Proposal Format

Respondents must submit complete responses to all of the information requested. Respondents who do not respond to the entire content of the RFP may be disqualified.

Written proposals should include, at a minimum, the following information in the order

requested:

1. **Cover Letter.** A letter signed by an officer of the firm or individual, binding the respondent to all of the commitments made in the proposal. The cover letter should be addressed to Pauline Yoder, Capitol Region Council of Governments, 241 Main Street, Hartford, CT 06106. The cover letter should include the proposer's understanding of the work to be done, the commitment to perform the work within the time period, a statement why the firm believes itself to be the best qualified to perform the engagement and a statement that the proposal is a firm and irrevocable offer for 90 days from the proposal due date.
2. **Contact Information.** The name, address and contact person of the respondent submitting the proposal. Please include telephone and fax numbers, as well as email and website addresses.
3. A section describing the software and functionality. Please include screen shots.
4. An implementation schedule for East Hartford and Redding and a generic schedule for subsequent towns, including town responsibilities and vendor responsibilities.
5. A section describing your customer service and releases. Specifically:
 - Contact options for towns during implementations and during production
 - Guaranteed response times (during implementation and during production)
 - Data showing historical response and resolution time averages (mean and median) by the following incident types:
 - i. User error
 - ii. Setup error or change required by user
 - iii. Setup error or change required by vendor
 - iv. Bug fixes
 - Detailed escalation procedures
 - Release schedule.
 - Bug fixes and how they are handled (low, medium and high priority bugs)
 - Enhancements – describe your process of determining enhancements to implement and the selection criteria and expected timelines
6. A list current similar clients that have been production (not in implementation or installation) a minimum of 6 months
7. A list of a minimum of 3 references.
8. Two excel spreadsheets: Requirements and Cost Proposal. These must be submitted in electronic form (USB drive or CD)
9. Data and images stored in databases are owned by the towns and must be moved back to the towns if they decide to decouple from the vendor's system. Describe how the data and images can be removed from the proposed system with full database

functionality by the towns. This should include a dump of the native database and full documentation. Describe also how you would propose to handle historic data and input of data from a legacy or previous system.

10. Executed copies of the following which are attached to this proposal:
 - Appendix A: Response Page

VII. SELECTION CRITERIA

CRCOG desires to award a contract to the respondent who demonstrates the ability to provide the highest quality service at the most reasonable cost.

A. Selection Committee

A Selection Committee comprised of the agency's Executive Director or his designee and representative members of the participating towns will evaluate all proposals submitted. The Selection Committee will recommend vendors the Selection Committee believes to be qualified for vendor demonstrations. Once the demonstrations have been completed, the Selection Committee will recommend a vendor for approval by CRCOG's Executive Committee/Policy Board.

B. Evaluation Criteria

All proposals meeting the minimum requirements outlined herein will be ranked according to the following criteria:

1. Response to the Requirements outlined in the Requirements Excel file. This covers a number of areas including functionality, reporting, technical and general system requirements.
2. Ability to implement in the timeframe required; effectiveness of the implementation schedule and experience in implementation
3. Customer service description and guarantees
4. General Responsiveness to the RFP to meeting the objectives and scope of the RFP.
5. Cost

The order in which the above factors are presented is no indication of the relative weight the evaluation factors have been assigned in the evaluation methodology.

C. Oral Presentation

CRCOG may require a bidder to give an oral presentation to the Selection Committee, including demonstration of business scenarios the committee will provide. It is within CRCOG's discretion whether to require a bidder to give an oral presentation or demonstration. Action by CRCOG in this regard shall not be construed to imply acceptance or rejection of a proposal. CRCOG will contact a vendor's primary contact should it decide to request an oral presentation or demonstration.

X. ADDITIONAL TERMS AND CONDITIONS

Compliance with Applicable Laws

The successful consultant shall comply with all applicable federal, state and local laws and regulations as may be applicable

Freedom of Information

Respondents are advised that any and all materials submitted in response to this RFP shall become the sole property of the Capitol Region Council of Governments and shall be subject to the provisions of Section 1-210 of the Connecticut General Statutes (re: Freedom of Information).

Incurred Costs

This request for proposals does not commit the Capitol Region Council of Governments to award a contract or to pay any costs incurred in the preparation of a response to this request. The Capitol Region Council of Governments will not be liable in any way for any costs incurred by respondents in replying to this RFP.

Severability

If any terms or provisions of this Request for Proposal shall be found to be illegal or unenforceable, then such term or provision shall be deemed stricken and the remaining portions of this document shall remain in full force and effect.

Oral Presentation

Respondents who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the Capitol Region Council of Governments. This provides an opportunity for the respondent to clarify or elaborate on the proposal. These are fact-finding and explanation sessions only and do not include negotiation. The Capitol Region Council of Governments will schedule the time and location of these presentations. Oral presentations are an option of the Capitol Region Council of Governments and may or may not be conducted.

Subcontracting

The successful respondent may utilize the services of specialty subcontractors on those portions of the work that under normal contracting practices are performed by specialty subcontractors. The successful respondent shall not award any portion of the work to a subcontractor without **prior written approval** of the Capitol Region Council of Governments. The acceptance of any and all subcontractors shall reside with the Capitol Region Council of Governments, and the Capitol Region Council of Governments decision shall be final. The successful respondent shall be fully responsible to the Capitol Region Council of Governments for the performance, finished products, acts, and omissions of his subcontractors and persons directly or indirectly employed thereby.

Assigning/Transferring of Agreement

Any successful respondent is prohibited from assigning, transferring, conveying, subletting or otherwise disposing of the resulting agreement or its rights, title, or interest therein or its power to execute such an agreement to any other person, company or corporation without prior consent

and approval in writing from the Capitol Region Council of Governments.

Acceptance or Rejection by the Capitol Region Council of Governments

CRCOG reserves the right to accept and or reject any or all proposals submitted for consideration or to negotiate separately in any manner necessary to serve the best interests of the CRCOG. Respondents whose proposals are not accepted shall be notified in writing.

Amending or Canceling Request

CRCOG reserves the right to amend or cancel this RFP, prior to the due date and time, if it is deemed to be in its best interest to do so.

Waiver of Informalities

The Capitol Region Council of Governments reserves the right to accept or reject any and all responses to this Request for Proposals, or any part thereof, and to waive any informalities and/or technicalities that are deemed to be in its best interest.

Collusion

By submitting a proposal, the respondent implicitly states: that his/her proposal has not been made in connection with any other competing respondent submitting a separate response to this RFP; is in all respects fair; and has been submitted without collusion or fraud. It is further implied that the respondent did not participate in the RFP development process, had no knowledge of the specific contents of the RFP before its issuance, and that no employee of CRCOG either directly or indirectly assisted in the vendor's proposal preparation.

Termination

CRCOG may terminate any contract(s) or any part of any contracts resulting from this process at any time for: cause, default or negligence on the part of the selected respondent; or if the selected respondent fails, in the opinion of CRCOG, to meet the general terms and conditions of any resulting contract or to provide a level of service that is deemed to be in the best interest of CRCOG.

Ethics

The conduct of any contracted consultant shall be subject to the CRCOG Ethics Policy (found online at: <http://www.crcog.org/about/rfqs.html>).

Affirmative Action

CRCOG is an equal opportunity employer and requires an affirmative action policy from all contractors and vendors as a condition of doing business with CRCOG, as per Federal Order 11246. By signing the proposal sheet for this bid, all vendors and contractors agree to this condition of doing business with CRCOG and should CRCOG choose to audit their compliance, the respondent agrees to cooperate fully.

Insurance Requirements

The Vendor shall be required to furnish a Certificate of Insurance evidencing the following insurance coverage prior to the execution of this Agreement. Failure to maintain insurance coverage as required and to name the Capitol Region Council of Governments and CRCOG

member municipalities as the Additional Insured will be grounds for termination of the contract. In addition:

- A. The insurance requirements shall apply to all subcontractors and/or consultants.
- B. All policy forms shall be on the occurrence form. Exceptions must be authorized by CRCOG unless the coverage is for Professional Liability where the common form is claims made.
- C. Acceptable evidence of coverage will be on the ACORD form or a form with the same format.
- D. All renewal certificates shall be furnished at least 10 days prior to policy expiration.
- E. Each certificate shall contain a 30 day notice of cancellation.
- F. Insurance shall be issued by an insurance company licensed to conduct business in the State of Connecticut which has at least an "A-" policy holders rating according to Best Publications latest edition Key Rating Guide.

Required insurance coverage:

- A. **Professional Liability Insurance** with limits up to \$2,000,000 aggregate limit issued on claims made basis for the term of the contract and continuing for two years following the completion of the contract at the Vendor's cost.
- B. **Comprehensive General Liability, including Contractual Liability, Products/Completed Operations Insurance**, as applicable, with limits not less than \$2,000,000 for all damages because of bodily injury sustained by each person as the result of any occurrence and \$1,000,000 bodily injury aggregate per policy year and limits of \$1,000,000 for all property damage sustained by each person as a result of any one occurrence and \$1,000,000 property damage aggregate per policy year or a combined single limit of \$1,000,000. All, if any, deductibles are the sole responsibility of the Vendor to pay and/or indemnify.
- C. **Automobile Liability Insurance** including non-owned and hired vehicles in the same limits as indicated above.
- D. **Workers' Compensation Insurance** at the Connecticut statutory limit including Employers' Liability with limits of \$100,000 each accident, \$500,000 for each disease/policy limit, and \$100,000 for disease for each employee.
- E. **Excess Liability Umbrella Form** over sections B, C, and D-Employers' Liability with limits up to \$4,000,000.

Hold Harmless and Indemnification

In addition to its obligation to provide insurance as specified above, the Vendor, its subcontractors, agents and assigns shall indemnify and hold harmless the Capitol Region Council of Governments and its member municipalities, including but not limited to, its elected officials, and its officers, from any and all claims made against the CRCOG, including but not limited to, damages, awards, costs and reasonable attorney's fees, to the extent any such claim directly and proximately results from the negligent acts, errors, or omissions in performance of services by the Vendor during the Vendor's performance of this Agreement or any other Agreements of the Vendor entered into by reason thereof. CRCOG agrees to give the Vendor prompt notice of any such claim and absent a conflict of interest, an opportunity to control the defense thereof.

APPENDIX A

RESPONSE PAGE

Capitol Region Council of
Governments
REQUEST FOR PROPOSALS

DATE ADVERTISED:
March 18, 2015

DATE / TIME DUE: Thursday April 8, 2015
2:00 p.m. EST

NAME OF PROPOSAL CRCOG Online Permitting

Type or Print Name of Individual

Doing Business as (Trade Name)

Signature of Individual

Street Address

Title

City, State, Zip Code

Date

Telephone Number / Fax Number

E-mail Address/Website

SS # or TIN#