



Kittitas County Board of Commissioners

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Request for Proposal
for
Permit Tracking Software

RFP#: KCIT 14-1

Closing Date: September 30, 2014, 5 PM

Table of Contents

1.	Introduction.....	2
2.	Background.....	2
3.	General Requirements.....	2
4.	Response Instructions	3
5.	Communication with Kittitas County	3
6.	Costs of RFP Preparation and Submission.....	4
7.	Public Records	4
8.	RFP Response Content.....	4
9.	Delivery of Proposals	4
10.	Demonstrations and Presentations.....	5
11.	Right of Refusal.....	5
12.	Project Schedule	5
13.	Evaluations	5
14.	Contracts	6
15.	Good Faith Statement	67
16.	Form 1 - Vendor Response	78
	Vendor Background and Qualifications	78
	Implementation and Support.....	810
	General System Requirements.....	1011
17.	Form 2 - Cost	1618

1. Introduction

You are invited to submit a written proposal to provide a comprehensive, fully integrated, permit tracking system. This Request-For-Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

2. Background

Kittitas County is adjacent to the east of King County, Washington over the Cascade Mountains. The County courthouse, at 205 West 5th Avenue, Ellensburg, Washington is 107 miles east of Seattle and 173 miles west of Spokane, Washington. The county government serves over 41,000 citizens.

Community Development Services, Public Health, and Public Works have the primary need for a permit tracking system.

Community Development Services is comprised of both building and planning functions. It is responsible for the permit application process and reporting for all land use, building, mechanical and plumbing, demolition, and sign permits. Community Development Services currently processes over 250 planning and zoning related cases, 800 building permits, and 3000 inspections per year. During its peak year, those numbers were double.

Kittitas County Public Health Department permits and inspects all food establishments, food handlers, public pools/spas, on-site sewage installations, site evaluations, on-site sewage installers/pumpers, camps, parks, Group B Public Water Systems, schools, playgrounds, solid waste facilities, etc. This adds up to over 1000 inspections and over 4000 permits.

Public Works permits and inspects all access points onto a county road, exempt access application, and 911 addressing. Public works processed 61 new access point applications, 108 new address applications, and 248 exempt access permits for 2013.

The current work-flow for these processes is performed in Tyler Technologies Eden Permitting and through the use of Microsoft Office software and static Portable Document Format (PDF) forms. Tasks such as applying for permit applications, permit issuance, calculation of fees, scheduling, plan review, building inspections, code enforcement, and other functions are done manually.

3. General Requirements

The core software functions that meet the requirements of this RFP are:

- Permitting
- Inspections
- Integration with existing financial and GIS systems
- Integrated cash receipting
- Decentralized inquiry and data entry

- eGovernment (self-service via Internet)

The primary criteria for vendor evaluation and consideration are:

- Stability (financial viability, business longevity, stable ownership)
- Customer service (references, retention, measured service rates)
- History of ability to integrate with applications developed by 3rd parties
- Public sector market focus

Additionally, the following technical foundations will be considered:

- Browser or Windows based client
- Internet deployment for mobile use
- Relational database, preferably SQL Server
- Integration with Esri's Spatial Database Engine (SDE)
- Integration with Microsoft Office Suite
- Widely accepted development environment

4. Response Instructions

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this RFP may result in rejection of a proposal.

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFP.

5. Communication with Kittitas County

To ensure a fair and objective evaluation of all proposals, prospective vendors are required to submit any inquiries in writing via email to

Permit-RFP@co.kittitas.wa.us

All queries must be submitted in the following format to be considered:

<i>Section No.</i>	<i>Reference Subject</i>	<i>Clarification Sought</i>
...

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process. Written inquiries (e-mail or mail) must be received no later than 5 PM on the date indicated in the project schedule section.

Vendors who wish to receive all official County communications in reference to this RFP shall register with the county's website at <http://www.co.kittitas.wa.us/login/> and select the **Bid Requests** email notification list.

Kittitas County reserves the right to seek clarification of each proposal, and the right to negotiate a final contract which is in the best interests of the County, considering cost effectiveness and the level of time and effort required for the project.

6. Costs of RFP Preparation and Submission

Any costs incurred by vendor in preparing or submitting an RFP are the vendor's sole responsibility. All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports and documentation submitted by the vendor will become the property of Kittitas County when received.

7. Public Records

Responders are advised that all information submitted in response to this RFP is public record to the extent required by the Washington State Public Records Act. Kittitas County assumes no responsibility for the release of information pursuant to the law governing public records.

8. RFP Response Content

Each proposal will be prepared on the forms provided in this RFP.

1. Executive Summary

Provide a concise (no more than 10 pages) executive summary of:

- a. The software solution and services being offered to meet the County's requirements
- b. Documentation of why proposed system is the best solution
- c. References for a minimum of 3 similar counties (Washington counties preferred) using the proposed system and include contact information for each

2. Form 1 – Vendor Response

3. Form 2 – Cost

9. Delivery of Proposals

The RFP response must be delivered by the date/time specified and to the place stipulated on the cover of this RFP in a sealed envelope bearing the title of the RFP and the name of the vendor. Submittals must include:

1. One copy bearing an original signature
2. Three printed copies
3. One electronic copy on CD

It is the sole responsibility of the vendor to see that their RFP response is received in the proper time. Any proposal received after the proposal due date and time shall be eliminated from consideration.

10. Demonstrations and Presentations

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the County.

11. Right of Refusal

Vendors are cautioned that this is a Request for Proposal, not a request for contract, and Kittitas County reserves the right to reject any and all RFP responses or to select certain application software from the RFP responses. The County reserves the right to award the contract in any manner deemed in the best interest of its citizens.

12. Project Schedule

RFP issue date	09/02/2014
Deadline for vendor submission of written questions	09/16/2014
County response to written vendor questions due	09/23/2014
Proposal due, 5 PM	09/30/2014
County proposal review due	10/07/2014
Vendor interviews, demonstrations, site visits	11/11/2014
Negotiation of agreement due	11/25/2014
County award of RFP	12/02/2014
Expected project installation beginning	01/05/2015
Expected system live date	02/02/2015

13. Evaluations

An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The County reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals, or c) to make partial or multiple awards. The County further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the County.

The County may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations (in person) to the evaluation team.

14. Contracts

The successful vendor will be required to enter into a written agreement with Kittitas County. The written agreement will require the vendor to undertake certain obligations including, but not limited to:

1. The vendor will not discriminate in its employment on account of race, marital status, religion, age, sex, national origin, or handicap. In addition to nondiscrimination requirements, the selected vendor shall comply with all applicable federal, state and local laws, rules and regulations affecting his or her performance and will hold the County harmless against any and all claims arising from the violation thereof.
2. The vendor will certify that to the best of its knowledge and belief the vendor:
 - a. Is not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
 - b. Has not within a three-year period preceding the execution of the contract with Kittitas County, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public or private agreement or transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice;
 - c. Is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this section; and
 - d. Has not within a three-year period preceding the preceding the execution of this contract with Kittitas County had one or more public transactions (Federal, State, or local) terminated for cause of default.

Any Public Jurisdiction that is not specifically forbidden by City/County Code to purchase off this RFP will be allowed to enter into a contract arrangement with the selected vendor.

15. Good Faith Statement

All information provided by the County in this RFP is offered in good faith. Individual items are subject to change at any time. The County makes no certification that any item is without error. The County is not responsible or liable for any use of the information or for any claims asserted therefrom.

16. Form 1 - Vendor Response

Vendors are instructed to complete the following RFP forms by completing the response column and adding additional paper as required.

Vendor Background and Qualifications

Answer the following questions and provide the necessary documentation for each question.

<i>County Question</i>	<i>Vendor Response</i>
1. What is the name of the software proposed?	
2. How many public sector clients use the proposed software? How many in Washington State?	
3. How many years has the Vendor been in the public sector software business?	
4. Provide a brief description of the company's staff size and ownership structure.	
5. Is the business a parent or subsidiary in a group of companies? If yes, provide details.	
6. In the past 5 years, has this company or product being proposed been purchased by or merged with another company? If yes, provide details.	
7. What percentage of revenues does the offered system represent to your company compared to other products/ services sold?	
8. Provide a brief statement of the company's background demonstrating longevity and financial stability.	
9. Has the company incurred an annual operating loss in the last 5 years? If so, provide details.	

10. Has the company had a workforce reduction during the past 5 years? If so, provide details.	
11. Provide details of past or pending litigation, liens or claims filed against Vendor in the past 10 years.	
12. Briefly describe the organization and tenure of the senior management team.	
13. Briefly describe how your company measures customer satisfaction. What key performance metrics are utilized, methods of quantifying results and which areas are evaluated.	
14. Briefly describe the company's commitment to research & development; including development staff size and percentage of annual revenues reinvested into R&D.	

Implementation and Support

Answer the following questions and provide the necessary documentation for each question.

15. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.	
16. Describe your overall user training approach. Include the location and proposed schedule.	
17. Describe your company's service & support philosophy.	
18. Provide a description of helpdesk services including dial-in, web support and ongoing maintenance.	
19. Provide resumes of proposed project team demonstrating recent project management engagements	

20. Explain the data conversion procedure and if there are dedicated personnel associated to this process.	
21. Explain your company's system assurance project to install, configure, and ensure that all hardware and software is installed properly.	
22. Describe your company's philosophy with respect to new technology developments.	
23. When a new version of a currently supported operating system is released, approximately how long is it before the new version supported by the proposed system?	
24. Does the payment of maintenance entitle the customer to newly released versions of the application software?	
25. Please list any 3rd party software required or recommended as part of the solution presented in your proposal. Include report writers.	
26. Approximately how often is your product updated/enhanced? Are product enhancements/updates provided without additional cost to customers paying maintenance?	
27. Does the RFP response include dedicated personnel in the following areas: Project Manager (Certified PMP), Implementation Specialists (trainers), Data Conversion Specialists, Product Support (Customer Care Representatives)? Describe the responsibilities of the above positions. Explain if the responsibilities overlap into other position.	

General System Requirements

Answer the following questions and provide the necessary explanation for each question.

<i>County Question</i>	<i>Yes</i>	<i>No</i>	<i>See note</i>	<i>Note/Comment/Explanation required (use additional paper if needed)</i>
30. Application creates and prints standard and custom permits and tracks the status of permit applications through the permit review process.				
31. Application generates forms and certificates, including permit cards.				
32. Application creates standard and custom inspection forms/reports.				
33. Inspection and permit types are expandable and unlimited.				
34. Application has the ability to link and unlink individual records/permits/applications outside the application.				
35. The application can link permits together under a master permit.				
36. System provides for additional addresses, cross-referenced, changed, merged and subdivided addresses and retains applicable history and information.				
37. The application can import converted data from previous systems (data to be converted includes SQL, Access & Excel)				
38. Application captures and allows access to complete permit histories by address, parcel #, permit #, or geographic location.				

39. System allows user-defined structure detail and work-flow.				
40. Application allows unlimited number of names, addresses and phone numbers to be entered for a permit application.				
41. Application provides method to view, sort and search by type of identifiers.				
42. Application allows for multiple subcontractors to be associated with a single permit.				
43. The application provides a master location for County address and street assignments.				
44. Permit application fields can be set as required for the permit application to be submitted.				
45. Application provides a method to add unlimited graphics, documents, free-form notes and other custom fields to permit applications or address records, such as plans review notes and inspections files and photos. These attachments can be flagged to appear automatically at key processing points.				
46. The application provides a method to add “red flags” or holds to applications or addresses that have not met planning and engineering requirements, or have code enforcement violations, preventing further action until user-defined requirements are met.				
47. Application provides for attaching digital files (.doc, .xls, .dwg, .shp, .jpg, .pdf, etc). Describe any limitations.				
48. The application has a look-up capability for frequently entered information. Once selected, the information automatically populates the corresponding data record.				

49. The application has a method of storing contractor and agent information.				
50. The system allows for building plans to be viewed online with space for notes, and approval/disapproval from affected departments.				
51. The software provides export/import capabilities for third party applications (financials, GIS, Document Imaging Systems) either via batch or web services. Please specify.				
52. Application provides a method for mobile workforce to enter data with real-time and/or offline connections. Please specify which connection type. If real-time connection is required, does application allow for any suspension of connection?				
53. The application provides a method to query data and create custom reports pulling data from any field within the system. (design allows for partial & wild card queries)				
54. System provides method to query applications by street name.				
55. Application has editable letter templates that can be used to correspond with applicants.				
56. The application can export/import in standard XML format any and all fields of data for ease in creating reports and letters outside of the application, retaining application level security.				
57. Application integrates with Cayenta or QuickBooks.				
58. The system generates receipts and auto generates sequential receipt numbers.				

59. The system tracks revenue and program codes.				
60. Fees can be added and edited.				
61. Fees are automatically calculated based on the information input.				
62. Invoices can be generated and printed or emailed.				
63. The application includes auditing. All changes, including transactions/code set ups/rate table entries, are kept in journal history and can be viewed by an administrator.				
64. The system auto generates sequential application numbers.				
65. The system generates invoices according to user-defined formulas and tables.				
66. System allows generation of miscellaneous invoices and creates corresponding receivable record to be integrated with existing County systems as it pertains to invoicing for various code violations.				
67. System generates sequential invoice numbers.				
68. The application provides multiple levels of data security and controls user access (differentiates between read and write ability) down to the field level by user ID.				
69. Scheduled inspections are added to the appropriate staff calendars. Who can view or change appointments?				

70. The application provides for routing and automatic communication at user defined intervals for activities relative to the department's workflow. Please describe what type of communication (event alerts on application homepage, automated e-mails, etc.) and whether those notifications can be designated for individuals or groups.				
71. Application tracks milestones in permit application process, including expiration, and can send the applicant email notifications of completing those milestones.				
72. The system integrates with SMTP or Microsoft Exchange mail processes. Communication records are retained.				
73. The application has a public web portal for the public to apply for permits with online payments, setup and schedule inspections, view of inspection results, and see historical permits. If yes, include pricing details.				
74. Application has the ability to interface with the County's document imaging system, Laserfiche, and others.				
75. Application has the ability to interface with ArcGIS 10.0 or higher.				
76. Application has the ability to interface with unassociated 3rd party applications.				
77. What clients (desktop operating systems) does your software support?				
78. What database does your system use?				
79. What server operating systems is your application compatible with?				
80. Which web servers and browsers are supported? (IIS, IE, Firefox, etc)				

81. Does your system integrate with Windows Active Directory?				
82. Does your system allow multiple agencies to create their own branded applications/forms/reports etc. separated from other agencies?				
83. Email address of the vendor's primary contact for the county to use when communicating updates to the RFP.				

17. Form 2 - Cost

Provide a firm fixed-price costs associated with your proposed solution.

<i>Description</i>	<i>Cost</i>	<i>Comments</i>
Software costs for 30 named users, including 1 st year of maintenance.		
Software maintenance per year for years 2-5.		
Costs for each additional modification and/or additional module to satisfy RFP requirements.		
Software maintenance for additional modules per year for years 2-5.		
Data conversion migration costs, including data validation and reconciliation.		
System installation and deployment.(list what this includes)		
Travel		
Project management cost		
Training and Support (specify what is provided and for how many users)		
Hourly rate for additional services and support (break out for different levels of support, e.g., application development, network, DBA, etc.)		
Other costs. Provide detail for each cost.		
Grand Total		