



**CITY OF WEST RICHLAND
REQUEST FOR PROPOSALS**

PERMITTING SOFTWARE

I. PURPOSE OF REQUEST.

The City of West Richland is soliciting Request for Proposals (RFP) to implement a comprehensive online software permitting system which manages building, land use, engineering, and code enforcement permits, approvals or actions. This system is intended to replace an existing permit system containing building, planning, engineering and code enforcement permit and tracking data.

II. RFP TIMELINE

RFP Submission Deadline

November 14, 2024 at 3:00pm

Evaluation of RFP	November 15-19, 2024
Onsite Demonstration (if needed)	November 19-20, 2024
Vendor Selection/Negotiations	November 20-26, 2024
Contract Award	December 3, 2024
Project Kickoff	December 9-13, 2024

Full Software Implementation

March 1, 2025

III. PROJECT DESCRIPTIONS.

A. Project Representative

Todd Blevins – Building Official
City of West Richland
3100 Belmont Blvd
West Richland, WA 99353
tblevins@westrichland.org

B. Questions and Clarifications

Questions regarding this RFP will only be accepted via email to the [City Representative](#) listed above no less than three (3) working days prior to the time submittals are due.

Please include “Permitting Software - RFP” in the subject line for all emails and correspondence related to this project.

IV. RFP REQUIREMENTS

A. Company Overview:

1. Company history, experience, and qualifications.
2. References from similar projects

B. Technical Approach:

1. Description of the proposed software solution.
2. Technical specifications and system requirements
3. System Integration
4. Workflow Design and Implementation



C. **Implementation Plan**

1. Timeline: Expected project phases and deadlines
2. Training: Requirements for staff training and support.
3. Support and Maintenance
4. System Architecture
5. Data Security and Privacy
6. User Interface
7. User Management

D. **Cost Proposal**

1. Detailed cost breakdown
2. Additional costs for customization or additional features
3. Clarity and detail of cost proposal.

V. **EVALUATION CRITERIA**

A. **Technical Capability:**

1. Ability of the software to meet the specified requirements.
2. User interface and ease of use.
3. Integration with existing systems and adaptability to various workflows.

B. **Experience and Qualifications:**

1. Vendor's experience with similar projects.
2. Quality of references provided.
3. Vendor's experience with integrating similar solutions and managing complex workflows.

VI. **BUDGET**

Provide a detailed cost breakdown including licensing, implementation, and support. The budget will be considered during the evaluation process.

VII. **RFP SUBMITTAL**

A. **Submission Requirements:**

1. **Submission Deadline:** **Thursday, November 14, 2024, no later than 3:00 P.M.**
2. **Contact Person for Submissions:** [City Representative](#)
3. **Submission Method:** Submit proposals in **PDF** format to public.works@westrichland.org.
4. **Submission Confirmation:** You will receive an email confirmation after submission. If you do not receive confirmation within 24 hours, please contact the [City Representative](#).
5. **Format Requirements:** Organize proposals with a table of contents and clearly labeled sections. Number each page at the bottom right-hand corner. The table of contents must follow this order:
 - Introduction/Background
 - Objectives
 - Scope of Work
 - Proposal Requirements
 - Budget
 - Qualifications and Past Performances



6. File Naming Convention: CompanyName_Proposal_Date.pdf
Example: PermittingSoftwareInc_Proposal_224_09_16
7. Document Quality: Ensure the PDF is clear, readable, and unrestricted.
8. File Size: Keep the file size manageable to facilitate easy upload and download.
9. Proposal Validity and Compliance: Proposals must remain valid for 120 days from the submission deadline and adhere strictly to the submission instructions.

VIII. PRODUCT SPECIFICATIONS:

A. Software Solution

The City desires to purchase a complete comprehensive permit system that is continuously maintained as a commercial off-the-shelf software product that is used by the City and customers.

B. System Features

The system should be designed and implemented in a manner that is easy to learn and use. Rapid response to customers, efficient data entry, and high staff productivity are important factors.

1. Requirements:

- General Permit Management System for staff personnel. Should allow for different levels of access.
- Ease of Use- Intuitive permit interface for both frequent and casual users.
- Reports - The system must be capable of quickly generating custom reports on permit data such as; average processing time, number of permits issued within a given date range, number of permits associated with parcel number or address ranges, number of housing units completed, daily inspections among others.
- Dashboard Reporting capabilities – ability to track/view project progress and staff workload
- Web Portal - online permit submittal and tracking, including ability to upload large files, and request inspections.
- GIS Integration – including ability to refresh parcel data from county and display location of current permits online.
- Field Module – to allow for mobile field inspection
- Electronic Plan Review Integration - automation and efficiency
- Document Management & Retention
- Transaction Management – online payment capability
- Data Migration – ability to migrate all permit data from existing permit system (EnerGov)
- Customization – The City of West Richland must be able to quickly, and without additional cost, modify key aspects of the permit tracking system such as; adding or deleting permit types, changing information fields, changing the format of reports, permits, and receipts, adding, editing, or deleting permit conditions, and changing permit fee amounts and types. Levels of customization and associated costs should be provided in detail in Evaluation Section A.

C. Training and Installation

Vendors will be expected to provide training and installation support at time of implementation. Vendors should describe all training available and propose selected training modules that will ensure smooth, successful implementation and operation in the City of West Richland. Training will be



provided for users and technical system administrators.

D. Vendor Responsibility

Prior to award, responsible vendors must meet the following criteria:

1. Be a registered business within the State of Washington
2. Have a state excise tax registration number

E. Company Qualifications

The following requirements shall be provided in the prospectus and considered as the minimum standards for a service company to be considered as qualified to provide services under this contract and shall be a prerequisite to any award:

1. A period of five (5) years' experience in the performance of commercial software services as specified shall be considered a minimum.
2. Services to be provided shall be performed by qualified and trained service personnel directly employed by the service company.



IX. EVALUATION OF PROPOSALS AND AWARD

Evaluation Procedure:

An evaluation team will review each responsive proposal. Each proposal will be rated on a point system based on the criteria below with the top three scoring proposals selected for an onsite live demonstration. Once demonstrations are complete, the vendors will be reevaluated with the contract being awarded to the top score.

Evaluation Criteria:

A maximum score of 100 points will be used to evaluate proposals. Each of the following elements shall have the stated maximum point value:

- A. Total Price/Fee/Value Structure: 30 Points**
1. The initial startup cost and all ongoing expenses are clearly stated and reasonable.
 2. The budget includes, and clearly itemizes, all costs and expenses associated with making the system fully operational while supporting the number of users identified in the Specifications section. It must also clearly identify which aspects of the proposal are startup or one-time costs and which are ongoing or reoccurring, such as licensing, support, or subscription fees.
 3. Customer service or technical support costs are reasonable. Repairs necessary to maintain the system's functions and capabilities are included in any licensing or subscription fees.
 4. Provide levels of customization and associated costs, including what the City will be able to modify as part of the basic software package.
 5. The proposal provides the highest level of functionality in relation to its costs and best suites the City's needs.
- B. Qualifications and Past Performance 40 Points**
1. As gathered from the Qualification and Past Performant section. The proposal demonstrates that the vendor has experience providing similar systems to local governments in the State of Washington. It should also show that the vendor and its employees, have a strong reputation for customer service and responsiveness.
 2. Finalists will be required to perform a live demonstration of their proposed software product on-site in West Richland, Washington. Vendor demonstrations are considered one of the most important parts of the evaluation process.
 3. In addition to checking references, the City may elect to conduct customer site visits to locations where the proposed software is installed and operational. These visits will be direct observations of ongoing system operation, in contact with actual workers performing their regular daily activities. Vendors should be prepared to arrange such visits. Site visit locations within convenient geographic proximity to West Richland, WA, is preferred.
 4. The City will pay its own costs of travel, lodging, and per diem as necessary.
- C. Approach to Providing Services 30 Points**
1. As gathered from Approach to Providing Services section as outlined in the Approach to Providing Services section.



X. TERMS AND CONDITIONS.

While the City has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusion with respect to the matters addressed in this RFP

- A. The City reserves the right to reject any and all RFP's.
- B. The City reserves the right to request clarification of information submitted, and to request additional information from any firm.
- C. The City reserves the right to award any contract to the next most qualified firm, if an agreement is not executed by the proposed date of **December 9, 2025**.
- D. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City and shall reflect the specifications in this RFP. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and/or is not approved by the City Attorney.
- E. The City shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the SOQ.
- F. The City reserves the right to award the contract to the Vendor deemed to offer the best overall proposal. The City is therefore not bound to accept any proposal solely on the basis of the lowest price. The City further reserves the right to cancel this RFP and to reject any and all proposals, waive any and all informalities and or irregularities.

XI. OTHER INFORMATION.

TITLE VI STATEMENT

The City of West Richland, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION:

City of West Richland in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA) commits to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing Ilka Gilliam at public.works@westrichland.org or by calling (509)967-5434.

The City of West Richland encourages disadvantaged, minority and women-owned consultant firms to respond.

The City of West Richland reserves the right to reject any or all proposals, waive informalities or irregularities and to accept any proposals for the project, which appears to serve the best interest of the City.



ATTACHMENT A:

Qualifications and Past Performance (40 points)

(Must be competed and submitted with RFP to be considered)

Name of Business: _____

Business Address: _____

Business Website: _____

Number of years in business under present name: _____

Number of regular full-time employees: _____

Number of businesses currently using your software: _____

Number of municipalities currently using your software: _____

Average customer service response time by phone: _____

Average customer service response time by email: _____

REFERENCES

List a minimum of three public contracts of a similar nature performed by the vendor within the last five years. Include contact information, contract type, duration of contract, and contract original amount and final amount:

REFERENCE NUMBER 1:

Company Name: _____

Contact Name: _____

Contact Information:

Email: _____

Phone Number: _____

Contract Type: _____

Contract Amount: _____

Duration of Contract: _____



Qualifications and Past Performance (CONTINUED)

REFERENCE NUMBER 2:

Company Name: _____

Contact Name: _____

Contact Information:

Email: _____

Phone Number: _____

Contract Type: _____

Contract Amount: _____

Duration of Contract: _____

REFERENCE NUMBER 3:

Company Name: _____

Contact Name: _____

Contact Information:

Email: _____

Phone Number: _____

Contract Type: _____

Contract Amount: _____

Duration of Contract: _____



REFERENCE NUMBER 4:

Company Name: _____

Contact Name: _____

Contact Information:

Email: _____

Phone Number: _____

Contract Type: _____

Contract Amount: _____

Duration of Contract: _____

REFERENCE NUMBER 5:

Company Name: _____

Contact Name: _____

Contact Information:

Email: _____

Phone Number: _____

Contract Type: _____

Contract Amount: _____

Duration of Contract: _____



Approach to Providing Services (30 points)

(Must be competed and submitted with RFP to be considered)

Vendors must provide a detail description as to how they will implement the services requested including the responses to the following task items:

Transition –

Describe the plan for transitioning service(s) from current Provider to your company. *If Vendor is current Provider, so indicate and provide a transition plan from current contract to the anticipated new contract.*

Implementation –

Describe how you plan to provide the service(s) without disrupting the current service level(s). The proposal documents should provide a complete description of the functions, capabilities, and specification of the product you will be providing. The description shall identify any hardware or storage requirement to include costs necessary to make the proposal operation. *If Vendor is current the Provider, so indicate and provide a transition plan from current contract to the anticipated new contract*

Contingency –

Describe your plan to continue providing the service(s) despite any unforeseen circumstance (i.e. staffing issues, equipment failure, etc.).

Staffing –

Number, titles, and responsibility of staff needed to provide service, with estimated man-hours necessary to perform the service

Project Schedule –

A formal schedule will be finalized with the selected vendor; however, the proposal shall include a preliminary schedule identifying key steps in the implementation process and the amount of time needed to complete the project within the specified time referenced in the Project Schedule section.

Quality Assurance –

How will you verify staff has adequately performed the necessary work to deliver the services described under this RFP? Describe your approach to software improvements.

Customer Service –

Provide a detailed summary as to how customer services requests will be responded to. Include the method for submitting requests and the estimated time frame for responses. Also describe your process and timeframe for responding to and resolving customer complaints.