



REQUEST FOR PROPOSAL

TO PROVIDE SOFTWARE FOR WORKFLOW TRACKING AND APPLICATION AND PERMITTING SERVICES

**Issued this
16th day of October, 2020**

GENERAL

I. **Issuing Agency**

North Ogden City is a fast growing city in Northern Utah County with a population exceeding 20,000 residents. North Ogden is only partially developed and it is expected that the build-out population of the City will be over 40,000 residents. About half of the land area within the City has been developed or is planned to be developed. There are still large parcels that remain as well as numerous smaller tracts that will be developed. Developing and enhancing the physical infrastructure of the city will be a key component to managing this growth as well as having the right tools to manage the processes of growth.

II. **Purpose of the RFP**

The purpose of this RFP is to solicit proposals from qualified established vendors for Workflow Tracking and Permitting Software that will decrease the time spent on current applications and permits and to track the workflow. To contract with the City of North Ogden, applicants must be an established legal entity, which includes compliance with all the Federal, State, and City business regulations.

III. **Tentative Procurement Schedule (subject to change)**

The following Time Table will be utilized for the awarding of a contract for the City's IT services and support:

- Proposal Application Available October 16, 2020
- RFP Applicant's Inquiries Due Monday, October 26, 2020 by 4pm
- Answers to Applicants' Inquiries October 29, 2020
- Deadline for Submission November 2, 2020 at 4pm
- Evaluation Proposals, reference checks, and selection November 21, 2020
- Contract Award Recommended to Council November, 2020
- Contract Services Begin January 2021.

IV. **General Instructions**

a. **Applicants' Inquires**

All applicants' inquiries are due on Monday, October 26, 2020 by 4pm. Questions must be sent via email to: jcall@nogden.org. No inquiries, written or oral, will be accepted after this date.

In order for all potential Contractors to be treated equally, all questions raised regarding the Request for Proposal process and the responses made by North Ogden City will be made available to all applicants.

Written responses to questions received through Monday, October 26, 2020 will be answered at no later than 5pm on October 29, 2020 at www.northogdencity.com

This is the link: <https://www.northogdencity.com/rfps>

No further questions will be taken after that time

b. Deadline for Submittal

All proposal documents must be completed and received no later than November 2, 2020 at 4pm at the following address:

North Ogden City
Attention: S. Annette Spendlove, City Recorder
505 E 2600 N
North Ogden City, Utah 84414
Email to both aspend@nogden.org and jcall@nogden.org

c. Format

Proposal documents may be submitted in any reasonable format, as long as all information requested is included.

Proposers shall submit one complete original and (1) electronic copy of the original proposal.

GUIDELINES FOR APPLICANTS

V. Scope of Work

In order to be considered for award, the software vendor must agree to meet the City's requirements and provide the services outlined below. Required services include, but are not limited to the following:

a. Software Capabilities

North Ogden City is looking for the following modules:

- Processing of Permits and applications for Business Licensing, Building, and Land Use
- Work Orders
- Tracking of workflow to name and for both the user and administrator (auto emails)
- Citizen/developer/contractor/applicant porthole
- Business Licenses
- Ability to schedule appointments
- Create reports
- Integrates with website (Municode)
- Electronic Plan Review (Red/line compare plats and drawings)
- Storage Source and Retention Integrates with archive system (Laserfiche)

- On-line payment processing and the capability to Interface with (Xpress bill pay and Caselle)
- b. **Data Migration**
North Ogden City currently uses IWORq's for workflow and LaserFiche for archiving.
 - c. **Approach to Implementation**
North Ogden City would like a smooth and timely implementation of the new software which includes migration, implementation and training.
 - d. **System Pricing**
Scope of activity includes: installation and maintenance of software and updates, training, and etc. as deemed necessary.
 - e. **Access and Security Levels**
Insure that there are different levels of security in the workflow and for the applicant and users.
 - f. **Post Implementtton Support**
Keep North Ogden City apprised of new updates and uses that will enable the City to increase efficiency and reduce costs. Assist with policy formulation and application.
 - g. **Help Desk Support**
End user support must be timely, friendly, and professional. Routine, urgent, and emergency support must be available Monday – Friday 7am to 6pm Mountain Standard Time.
 - h. **End User Training**
Provide training for users at implementation and at the request of the City or when a need is identified by the vendor.

RESPONSE CRITERIA

VI. Submittal Requirements

The following information shall be required in the RFP submittal:

- a. **Letter of Transmittal, to include:**
 - Company name, address, and telephone number of the firm submitting the proposal.
 - Copy of current W-9.
 - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

- Provide a statement which includes the language “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the City.”

b. General Vendor Information, to include:

- Length of time in business.
- Total number of clients and total number of public sector clients.
- Number of full-time personnel and number specifically assigned for customer support.
- Identify names and major certifications of key personnel who will actually provide the information technology services.
- Summarize the experience and technical expertise of these staff.
- The local availability of the staff providing these services will be important consideration.
- Location of the office that would service our account.
- Personnel that service our city must pass a background and drug test.
- All personnel must be e-verified.

c. Describe your approach to providing these services and your methodology for providing ongoing support.

d. Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.

e. Support Services – Please answer the following:

- Is help desk support available?
- When is support available? (Indicate xx am to xx pm and the days of the week and time zone.)
- How are charges for support structures documented and tracked?
- Describe your problem escalation process, including:
- Initial problem identification.
- Determination of priority and severity of problem.
- Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.

- Indicate your response time goals and your statistics regarding meeting that goal.
- Describe how your services are priced, and any specific pricing you are able to provide.

VII. Evaluation and Criteria Process

An evaluation and selection committee will meet to consider all responsive proposals submitted and rank the proposals based on the criteria stated below. If a responder is eliminated during the evaluation process, the vendor will be notified.

Evaluation categories are assigned a maximum number of points for evaluation purposes, with a maximum cumulative total of 100 points. Cost proposals will be retained by the City and will be evaluated only after the basic proposals have been evaluated and ranked. The proposals will be evaluated based on the following factors:

	Criteria	Maximum Points
1	Responsiveness of Work Plan: Clearly written proposal, which indicates an understanding of the key issues, clearly defines deliverables, and the responder's ability to meet the demands of the client: Qualifications and Expertise Support Team Service provided	30 15 10
2	Past Performance: Demonstrates experience(i.e. proven record of accomplishment). Positive references indication successful past performance.	25
4	Cost Proposal -	20
	Total Maximum Score Available	100

Score Range ("0" – unacceptable, "Maximum Possible" – Superior)

Evaluation Process:

Phase 1: The evaluation committee will review all proposals that are timely received.

Proposals that are not responsible, responsive, or do not comply with the requirements of this RFP and the requested submission format will be eliminated from consideration.

Phase 2: The evaluation committee will evaluate proposals that are not eliminated in Phase 1 in accordance with criteria 1 – 3 listed above. The proposal with the lowest cost will receive the maximum points available. All other proposals will receive points determined by the ratio for the lowest proposal's cost to each other proposal's cost with the points being rounded down to the nearest whole number. Proposals that achieve a total technical score of 75 points or more will be designated as finalists and will move on to Phase 3.

Phase 3: If needed, discussions may be conducted with responders who were not eliminated in Phase 1 or Phase 2. The discussions may be conducted in person or by online meeting. The scores awarded under Phase 2 could be adjusted, if justified. If discussions are deemed unnecessary, proposals may be evaluated and ranked without discussions.

VIII. Inquires

Inquiries regarding this RFP should be directed to:

North Ogden City
Administration Department
Attention: Jon Call
505 E 2600 N
North Ogden City, UT 84414
Phone: (801) 737-2239
Email: jcall@nogden.org

IX. Submission Instructions

The City reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Submit all material no later than April 10, 2020 at 4pm to:

North Ogden City
Administration Department
Attention: Annette Spendlove, City Recorder
505 E 2600 N
North Ogden City, Utah 84414

X. RFP Amendments

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

XI. Vendor's cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to North Ogden City.

XII. Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

XIII. Rejection, cancellation, postponement, extension, or revision of Proposals

North Ogden City reserves the right to reject any or all proposals. The City reserves the right to award a contract to the firm that the City feels best meets the requirements of the RFP process. The City reserves the right to reject any and all proposals prior to execution of the Agreement, with no penalty to the City.

North Ogden City reserves the right to cancel, postpone, extend or revise the RFP or the RFP process at any time. If it becomes necessary to revise any part of this RFP, an addendum will be provided on the City's website at www.northogdencity.com at this link:

XIV. Public Records

All Proposals submitted in response to this RFP become the property of North Ogden City, and under the Utah Public Records Act (UPRA), the records of local agencies are generally available to the public upon request. The Proposal you submit will become a public document after it is officially awarded, and any related contract will be a public document.

The UPRA allows the City to withhold documents, or parts of documents that reveal trade secrets or information that is confidential or proprietary, or information that would invade personal privacy.

If you believe that portions of your proposal includes such information, you must specify by, at a minimum, stamping in bold red letters the term "CONFIDENTIAL" on that part of the proposal which you believe to be protected from disclosure, and include specific detailed reasons, including any relevant legal authority, stating why it is not to be made public. North Ogden City reserves the right to make the final determination of whether to withhold or produce a document or portion of a document in response to a GRAMA request. If the City withholds information at your request, you may be required to litigate any claim of trade secret that you assert.

XV. Contract Award and Execution

The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.

The City reserves the right to request clarification of information submitted and to request additional information from any proposer.

The general conditions and specifications of the RFP and as proposed by the City and the successful vendor's response, as amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The selected vendor will be expected to enter into a contract with the City. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney.

XVI. Equal Opportunity Compliance

The City is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

XVII. Other Compliance Requirements

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

XVIII. Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

XIX. Confidentiality of Information

All information and data furnished to the Proposer by the City, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

XX. E-Verify Compliance

The firm that is awarded the bid must certify that they are in compliance with Utah Code Ann. § 63G-12-302(3) (including amendments and substitutions to the law) relative to the verification of the work eligibility status of employees and, in particular, that firm is registered and participates in a status verification system as required by law. Please see attached certification form.

**CERTIFICATION OF COMPLIANCE
WITH E-VERIFY PROGRAM OR EQUIVALENT**

This is to certify that _____
("Firm") covenants, represents and warrants to North Ogden City ("City") that
Firm is and at all times during the performance of any contract with the City
will be in full compliance with the requirements of Utah Code Ann. § 63G-12-
302(3) (including amendments and substitutions to the law) relative to the
verification of the work eligibility status of employees and, in particular, that
Firm is registered and participates in a status verification system as required by
law.

Dated this ____ day of _____, 2020.

Name of Firm

By: _____

Title: _____

Printed Name: _____