
Finance

2022-004
Planning/Permitting/Licensing Software
January 3, 2022

Sir/Madam:

Sealed bids will be received in the office of the Purchasing Agent, City Hall, 27 Pine Street, Lewiston, Maine 04240 on **Tuesday, January 25, 2022 until 2:00 p.m.** at which time they will be publicly opened and read aloud on the enclosed specifications for **Planning/Permitting/Licensing Software** for the City of Lewiston.

The Finance Committee reserves the right to accept or reject any and all proposals.

Please use sealed clearly marked envelope with the bid name and number when submitting your bid. **Only sealed bids will be accepted. Faxed bids will not be considered.**

Respectfully,

Allen Ward
Purchasing Agent

ASW/mrr

CITY OF LEWISTON, MAINE
BID #: 2022-004
PLANNING/PERMITTING/LICENSING SOFTWARE
BID DUE DATE: Tuesday, January 25 @ 2:00 P.M.

The City of Lewiston, Maine is seeking to purchase planning/permitting/licensing software from one qualified vendor. It is anticipated that the ultimate “go live” date will be for the City’s fiscal year 2023, beginning on July 1, 2022. The City is seeking a vendor to provide and install the software, assist with the hardware configuration, data conversion, software implementation, training, testing services and annual licensing/maintenance costs for the first five (5) years.

Interested bidders must register with the Purchasing Agent either through direct response to the City’s RFP solicitation at myerson@lewistonmaine.gov or by contacting the Purchasing Agent Allen Ward at 205-513-3040 or award@lewistonmaine.gov to be added to the bidders list.

Three (3) complete copies/sets of the proposal, and related documentation, shall be submitted with the original copy being so marked. In addition, an electronic copy on disk, flash drive or similar media shall also be submitted.

Bidders must provide adequate detail to support their proposal pricing and plan as detailed in this RFP. Additional pricing documentation may be submitted; however, the City’s Proposal Form in this RFP MUST be submitted, without qualification on pricing.

The proposal must be signed by the bidder with his/her full name and address and be enclosed in a sealed envelope. The sealed envelope shall be marked with the name and address of the bidder and entitled:

Proposal for: 2022-004 Planning/Permitting/Licensing Software

and addressed to: Purchasing Agent, City Hall, 27 Pine Street, Lewiston, Maine 04240. If the proposal is forwarded by mail, the sealed envelope containing the proposal and marked as above must be enclosed in a second envelope which shall be addressed to: Purchasing Agent, City Hall, 27 Pine Street, Lewiston, Maine 04240. All mailed proposals should be sent by registered mail to ensure delivery.

Any bidder may withdraw his/her proposal prior to the scheduled time for the opening of proposals upon presentation to the Purchasing Agent of a request, in writing, to do so.

Any bidder who withdraws his/her proposal within thirty (30) days after the actual opening thereof shall be considered to have abandoned his/her proposal. Any proposal received after the scheduled opening time will not be considered.

All Proposals are the property of the City and will not be returned.

Bids and Proposals are considered public documents and may be reviewed by others including competitors. In no event will the City assume liability for any loss, damage or injury which may result from any disclosure or use of information marked as proprietary or confidential.

The City reserves the right to negotiate with selected firm to bring purchase within funding.

The Finance Committee reserves the right to waive any formality and may consider as informal any proposal not prepared and submitted in accordance with these provisions.

In accordance with section 3.1.6.5 of the City of Lewiston Purchasing Policy, The Finance Committee, upon recommendation of the Director or designee, shall have the authority to reject any and all proposals when proposals are deemed non-responsive, token, collusive or otherwise non-acceptable, and such action is in the best interest of the City.

Bid Specifications can be obtained free of charge on the City of Lewiston web site under Finance Dept./Bids and Awards (www.lewistonmaine.gov).

All proposals must be made on the blank Proposal Form as provided for in the Specifications.

Proposals which do not contain prices for all items which are called for or which otherwise are not in conformity with this notice may be rejected.

There is no express or implied obligation for the City of Lewiston to reimburse Respondents for any costs or expenses incurred in preparing proposals or for the City evaluating the solution. The City is not responsible for any cost(s) incurred by a Respondent in preparing and/or submitting a Proposal in response to this RFP. The City will also not be responsible for any costs associated with preparing.

Questions must be submitted in writing to the Purchasing Agent and be received no later than **January 18, 2022** in writing via e-mail to award@lewistonmaine.gov. The Purchasing Office will be the only office issuing any changes to this Invitation. The City shall not be responsible *for any oral interpretation* given by City personnel or others. All changes and/or clarifications to the specifications will be issued via addendum to all bidders on file and published online at <https://www.lewistonmaine.gov/Bids.aspx>.

INSURANCE Provisions

The contracted firm shall agree to save the City harmless from all losses, costs or damages caused by his acts or those of his agents, and before signing the contract will produce evidence satisfactory to the following types and to the limits specified below, naming the City of Lewiston as additional insured. Certificate of such insurance shall be filed with the Purchasing Agent when contract is being signed.

WORKERS' COMPENSATION:

Workers' Compensation, coverage with Statutory Limits and Employers Liability for all employees with limits of \$400,000 per incident; and in case any work is sublet, the Contractor shall require the sub-contractor similarly to provide coverage for the latter's employees unless such employees are covered by the protection afforded the Contractor.

AUTOMOTIVE LIABILITY INSURANCE:

Automotive Liability insurance with minimum limits of liability for bodily injury in the amount of \$1,000,000 for each occurrence and minimum limits of liability for property damage in the amount of \$50,000/\$100,000 aggregate.

GENERAL LIABILITY INSURANCE:

General Liability insurance with minimum limits of liability for bodily injury in the amount of \$1,000,000 for each occurrence and minimum limits of liability for property damage in the amount of \$50,000/\$100,000 aggregate, or a combined single limit of \$500,000 for each occurrence, including completed operations shall be required.

The contracted firm shall furnish all necessary labor, tools, equipment and supplies to perform the required services at the City facilities designated. The City's authorized representatives will decide all questions which may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the City's authorized representatives, performance becomes unsatisfactory, the City shall notify the contracted firm verbally and in writing.

The contracted firm agrees not to assign or subcontract any of the work or obligations required of him under the ensuing agreement unless he first obtains the written consent of the Purchasing Agent.

Current Software and Data Migration Needs

The City uses Tyler Technologies Energov Permitting and Planning Review Software (building 2019.1.3.12) and iG Enforce and iG inspect for its licensing and permitting

Evaluation of Proposals

All proposals will be reviewed and analyzed by a staff review committee for content and completeness. After the proposal review the City may “short list” the top scoring firms, these firms may be scheduled to meet with staff for presentations of their proposals. Proposers may be requested to furnish additional information prior to, during, or following the interviews.

All review and evaluation will be according to the selection criteria contained in this RFP.

TOTAL PROPOSAL PRICE	30%
EXPERIENCE WITH LEWISTON, RESUMES, REFERENCES	20%
PROJECT APPROACH, DEDICATED RESOURCES, TIMELINE	50%*

The Purchasing Agent will schedule demos as needed for staff ranking of proposals. Based upon the response to this RFP and the subsequent demos, a single firm will be recommended to the City's Finance Committee who will make the bid award.

*After any interviews are conducted, those firms will be reevaluated and a new score may be calculated. Based upon the response to this RFP and the subsequent interviews, a single firm will be recommended to the City's Finance Committee who will make the bid award.

Subsequent to the approval from the Finance Committee, the City intends to enter into negotiations with the preferred vendor regarding all terms of the proposal.

The City of Lewiston reserves the right to select the Vendor which best meets the overall needs, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities
- The flexibility of the application software, including the availability of tools to allow the novice user to “drill down and across” and perform Ad Hoc analysis and reporting
- The amount of vendor support that will be available for installation, conversion, training, ongoing modifications, and software support
- The total costs of the solution over a ten-year period, including direct and indirect costs
- The expandability of the proposed solution, including the ease of upgrading the proposed solution by adding components to accommodate future needs without additional costs

- Adherence to the requested Information specifications, thoroughness of the Proposal, as well as the overall format of the presentation
- The capability to perform required conversions of existing data files
- Ease and intuitive use of software interface (for both internal staff including customers (contractors and citizens))
- Availability and ease of use of mobile and online applications

Incurred Expenses

There is no express or implied obligation for the City of Lewiston to reimburse Respondents for any costs or expenses incurred in preparing proposals or for the City evaluating the solution. The City is not responsible for any cost(s) incurred by a Respondent in preparing and/or submitting a Proposal in response to this RFP. The City will also not be responsible for any costs associated with preparing.

See our Terms of Agreement

See our Insurance Requirements

See our Functional Requirements

SUBMISSION REQUIREMENTS OUTLINE

This section describes the information each proposer must provide in response to this request for proposals. This information will be used to determine the qualifications of interested firms in providing Planning/Permitting/Licensing Software for the City of Lewiston. Responses should be as complete and accurate as possible, and must be submitted by the required due date to the Purchasing Office, City of Lewiston. The information provided does contribute to the bid award. It is the proposer's responsibility to read the entire Request for Proposals and add any information requested within the RFP as well as ask questions related to the requests.

A. TOTAL PROPOSAL PRICE

30 POINTS MAX

- Complete the attached Proposal Form in a clearly marked section of the submission
- Failure to submit the Proposal Form will cause your proposal to be deemed non-responsive and rejected
- The sum of bid items 1 and 2 will be the total cost of the proposal for the RFP.
 - #1 Total cost to provide Planning/Permitting/Licensing software and
 - #2 Total Annual Software Maintenance Costs
- Additional pricing outside the project scope is also requested on the Proposal Form

B. EXPERIENCE WITH LEWISTON, RESUMES, REFERENCES 20 POINTS MAX

- Provide brief history of the firm, including any subsidiaries and/or consultants that may be used on this project, any other software firms that your firm has acquired, as they relate to this project
- Indicate how many years your firm has been in business
- City of Lewiston experience with other software, modules, past experience, customer service
- Provide a current customer references, of *similar size & scope*, preferably municipalities located in the New England area, listing the job name and location, the

- name, address, and telephone number of the person who can be contacted for a reference
- Provide resumes and relevant project experience of personnel identified in project plan above that will be assigned to the City's project
 - List any pending litigation in which your firm is a defendant
 - List any IRS violations of your firm in the past 10 years

C. PROJECT APPROACH

50 POINTS MAX

- Project Length (in months)
- Timeline for all aspects of the project from contract execution to implementation.
- Explain the methods for pre-installation work flow evaluation (including process re-engineering as deemed appropriate)
- Explain, in detail, the capabilities of required Planning/Permitting/Licensing software
- Explain, in detail, the capabilities for any included additional software modules needed in the proposal (on-line payments, etc.)
- Include any other types of municipal/governmental software systems your firm provides that are not listed specifically in this RFP and how they might benefit the City.
- Provide your proposed plan for implementation, detailing staff training, conversion current data conversion/migrations, running parallel systems, etc.in detail
- Explain in detail, the dedicated staffing for the firm's proposal, identifying the key staff positions and responsibilities of each in the project
- Provide in detail, the resources required by the City for successful implementation of project
Customer Service available resources available during and after implementation

Planning/Permitting/Licensing Software Requirements
To be submitted with proposal, and related forms

Legend for completing the following Requirements

- S = Standard functionality out-of-the-box or meets requirement fully
M = Modification required (i.e. standard script or other work-around)
C = Required customization to the base code/API
N = Unable to provide this feature or requirement

Functionality: Please indicate with an "x"	S	M	C	N	Comments
General					
System is hosted in the cloud by the vendor allowing access to users in real-time both in the office and in the field.					
The vendor must provide free unlimited training and support throughout the life of the contract					
The vendor provides unlimited users at no additional cost to annual fees					
The vendor will provide software enhancements free of charge whenever released.					
System provides GIS access from any device without any additional fees or licensing.					
Vendor must have a proven track record providing fully web-based solutions.					
"Read-only" licenses are available for users that will not be creating or editing data without additional licensing costs.					
System provides the ability for end users to easily create custom and ad-hoc reports without requiring the knowledge of SSRS or Crystal Reports.					
System allows refunds and payment adjustments to be done easily.					
System provides the ability to configure, add new fields, and the ability to immediately run a report with the new field(s) created without requiring technical support or additional coding.					
System supports secondary addresses.					
System maintains a contractor/business owner table which tracks appropriate certifications and licenses as required for the type of contractor/business owner.					
Software integrates with GIS application for property verification and display.					
System generates permits on paper and in PDF form.					
System can easily email permits and inspections out of the system.					
System allows for sub permits (e.g. building permit with a mechanical permit.)					
System has workflow process allowing us to generate a permit type automatically including assessed fees, inspections, and generate forms or					

letters. (Business License Renewal Notice, Business License Certificate, etc.)					
System provides the ability to import property and parcel details from our Auditor or Assessor's office via IAS World.					
System allows us to create permits, licenses, letters, and forms as needed (i.e. Certificate of Occupancy, Zoning Permit, Placard, etc.).					
System allows us to create permits, licenses, letters, and forms as needed (i.e. Certificate of Occupancy, Zoning Permit, etc.) that can be available via the online portal for citizens and contractors/business owners.					
System allows citizens and contractors/business owners to apply for permits or licensing online.					
System provides a portal for citizen and contractor/business owner access, which can easily be configured to meet our permit and licensing requirements.					
System provides the ability to pay for a permit and license online at any time throughout the application process.					
System's payment portal is PCI Compliant.					
A permit and licensing portal that provides our team the control to manage what data is provided to citizens and contractors/business owners.					
The permit and licensing portal must be configurable to match with the specific permit data we require.					
System allows customers to set up or request inspections online from Portal.					
System allows citizens to submit a code complaint online through Portal.					
System has the ability to turn on or off the ability for citizens to see if a specific property has a code complaint or any permits.					
System provides a citizen and contractor/business owner portal allowing our customers to see real time status updates on inspections, plan reviews, and other general permit and licensing updates.					
Permit and license portal needs to provide our team with the control to manage what data is published for citizens and contractors/business owners.					
Permit and license portal provides automatic notification to specified staff when submissions, re-submittals, and fees are paid online.					
System allows committee review members to see real-time the status of each reviewer's progress and status.					
System allows committee review members to see when a new application comes in and what their review assignments are.					

System provides a markup tool for plans with comments, markup, and individual layers from each committee review member.					
System tracks plan reviews in real time allowing multiple review committee members to have access at the same time online.					
System provides e-mail capability within the plan review to send a link to specific tasks for other committee review members.					
Plan and review fees can be created to match our fees and calculations.					

Explain in enough detail your proposals answers to the following as well as any other key functional features relevant to, but not listed in this RFP content.

Provide additional content for explanations as needed.

PROPOSAL FORM
Bid 2022-004 Planning/Permitting/Licensing Software

NOTE: THIS PAGE IS TO BE COMPLETED AND SUBMITTED WITH PROPOSAL

To: Purchasing Agent
 City Hall, Lewiston, Maine

Dear Sir:

The undersigned hereby declares that he/she has carefully examined the location of the proposed work, the proposed Contract Form and the Contract Documents therein referred to and that he/she proposes and agrees, if this Proposal is accepted, that he/she will contract with the City of Lewiston, by its City Administrator to provide all machinery, tools, labor, equipment and other means of construction and to do all the work and to furnish all the materials, except those specified in the Specifications to be furnished by the City, necessary to complete the work in the manner and time therein prescribed, in accordance with the conditions and requirements set forth in the Contract Documents and the requirements of the Purchasing Agent as provided for therein; and that he/she will accept in full payment therefor the following sums to wit:

Description	Total Amount
1. Total cost to provide Planning/Permitting/Licensing software (to include software, any one- time costs, all initial license costs/fees for all users)	\$
2. Total Annual Software Maintenance Costs	
Year 1 (July 1, 22-June 30, 23): \$ _____	
Year 2 (July 1, 23-June 30, 24): \$ _____	
Year 3 (July 1, 24-June 30, 25): \$ _____	
Year 4 (July 1, 25-June 30, 26): \$ _____	
Year 5 (July 1, 26-June 30, 27): \$ _____	\$
TOTAL (Item 1 and Item 2):	

The undersigned acknowledges the receipt of Addenda numbered _____.

The undersigned further agrees that, after notification by the Purchasing Agent of the acceptance of his/her Proposal and the readiness of the Contract for signature, he/she will execute the Contract within ten (10) days, Saturdays, Sundays and Holidays, excepted, and that he/she will commence the work within ten (10) days after the execution of the Contract, unless otherwise specified in the Supplemental Specifications or directed by the Information Technology Manager in writing; and that he/she will prosecute the work to its completion within the time limit specified in the Supplemental Specifications.

The undersigned further agrees that in the employment of labor, preference will be given, all other things being equal, to the citizens of Lewiston and of the State of Maine, in that order.

The undersigned hereby further declares that the only persons or parties interested in this Proposal, as principals, are named below; that the Proposal is made without any connection with any other person or party making any proposal for the same work; and that no person acting for or employed by the City of Lewiston is directly or indirectly interested in this Proposal or in any contract which may be made under it or in profits expected to arise therefrom, except as provided by the City Charter. The full names and addresses of all persons and parties interested in this Proposal, as principals, are as follows (Give first and last names in full; and in the case of a Corporation, give names and addresses of President, Treasurer and Manager; and in case of a Partnership, give names and addresses of members):

Signature of person, firm, or corporation making bid:

Company Name	
Signature	
Title	
Printed Name	
Physical Address	
Mailing Address	
Firm's Tax ID/DUNS #	
Date	
Phone #	
Fax #	
E-Mail Address	