

CENTRAL KEYSTONE COUNCIL OF GOVERNMENTS (CKCOG)

SOFTWARE PACKAGE – Permit Tracking

REQUEST FOR PROPOSAL (RFP)

RESPOND NO LATER THAN: MONDAY, JULY 31ST AT 1:00 P.M.

ADDRESS INQUIRIES CONCERNING RFP TO:

**Chad Smith, Director
Central Keystone Council of Governments
1610 Industrial Blvd., Suite 400A
Lewisburg, PA 17837**

Phone: (570) 522-1326 or 1-877-457-9401
Email: csmith@ckcog.com

INTRODUCTION

The Central Keystone Council of Governments (CKCOG) provides non-profit governmental services for 47 Central Susquehanna municipalities spread across five (5) counties. These governmental services include; UCC Building Code Inspection, Property Maintenance Code Enforcement, Zoning Enforcement services and Rental Property Licensing.

PROJECT PURPOSE

The CKCOG is inviting consultants to submit proposals to provide software services to update the CKCOG's Building Permitting and Code Enforcement processes, including integration of the COG's existing database systems and local GIS. The CKCOG is seeking a software application that will enable our existing business operations to be more efficient, standardized, transparent, mobile, reliable, and data driven allowing complete business intelligence. This system can be onsite or hosted in the cloud and must work with the CKCOG's onsite existing databases, GIS, file server, and future applications (e.g. document management, asset management, etc.)

PROJECT DESCRIPTION

The CKCOG is soliciting proposals for enterprise application software to support the COG's service processes for permitting, plan review, inspections, code enforcement, rental licensing, and other development activities. Key project goals include:

Collaborative process to accommodate foreseen needs

GIS-based platform with the ability to track parcel information, permit information, and complaint information

Ability to interface with eCode and General Code's document management software to link relevant documents and Ordinances to parcel files

Flexibility to produce custom reports and queries

Improve reporting, querying, and acquiring information about parcel information, code enforcement, zoning permits and enforcement, and building inspection permits.

Provide a holistic view of land/economic development activities and allow for accurate data driven analysis.

Improve customer service times and demands pertaining to inquiries of UCC building permitting, code enforcement, and tracking.

Existing or future capabilities of mobile and web accessibility.

PROCUREMENT CONTACT

The CKCOG will reply to inquiries within (3) business days of receipt through email sent to Chad Smith at csmith@ckcog.com. The CKCOG will not respond to any communications or inquiries regarding this RFP received after 1:00 pm on Thursday, July 27th, 2017.

All inquiry questions will be answered as they come in, but all questions and answers will also be posted publicly on the CKCOG website at: www.ckcog.com

SCOPE OF SERVICES

The scope of services in the submitted proposals should include:

- Consultation and customization
- Software installation
- Transfer of existing data
- Training
- Hosting & maintenance

This project will not involve transferring data from CKCOG's paper, multimedia, PDF scanned documents (however, PDF documents must be linked to the new CKCOG system), and other non-digital archived information into the new CKCOG database system.

The contract resulting from this RFP will include system software licensing, installation/configuration, digital data migration/implementation, identifiable project deliverables based on customer's needs, unlimited training and support services, and yearly system infrastructure support and maintenance.

The CKCOG envisions at least 1 System/Database Administrator, 3-5(or more) in-house main users that can input/output information into the system and 5 mobile users. The remaining organization (10) can access the system as users/viewers.

The Scope of Work must include system implementation services, including, but not limited to:

Cost Model – Contractor must offer a model with unlimited users with preferred monthly subscription. System may be modular, additional modules may be added at a later date as needed.

Technical Support - Contractor must provide a dedicated in-house Help Desk or Team for both CKCOG technical users as well as system users who can call with questions or concerns. This support should be available during CKCOG business hours on CKCOG business days. Contractor must provide unlimited customer service and support calls as part of the monthly price

Data Conversion and Migrations – Data conversion and Migration must occur with minimal interruption to the business. This will require full planning, including performing migration tasks, testing, and training. The operation of CKCOG business runs 8:30 a.m. to 4:30 p.m., Monday through Friday.

Software Installation and Setup – Contractor must provide software and configuration requirements pertaining to their software application. Server is being purchased based on the requirements of the software.

Integration with existing County-Based GIS – Provide a GIS interface including each of the five (5) served counties as part of the monthly price. Provide a multi-municipal, multi-county client interface for users.

Onsite software, hosted cloud, or hybrid (Onsite/Cloud) integration (cloud Contractor only) -

The Contractor must be able to integrate its software with the CKCOG’s onsite technologies, file server, database server, GIS, and other identifiable software. This system must work with other future on or offsite applications regarding document management, asset management, budgeting, etc.

Online and onsite training for end users - This training is required for all areas which this solution effects, including Information Technology (IT) which expects full technical training to ensure it is capable of maintaining the environment. Provide such training as part of the fee, preferred monthly, include all onsite training related travel costs as part of the fee, preferred monthly.

The CKCOG expects to be capable of supporting the proposed solution which will run the operations of the Building Inspection, Zoning, and Property Maintenance Departments. The CKCOG expects to have full knowledge of all maintenance requirements and system set up. Full documentation of the database (i.e. database schema), table structures and relationships, as well as user documentation is required.

Current Legacy System Data

The CKCOG’s current permit system will be replaced and has the following number of record or case types. These will need to be available in the new, selected solution:

Metric	Quantity
Parcels (Five Counties)	44,095
Inspection Types	15+
Building Permit	850 (Average Per Year)
Zoning Permits	280 (Average Per Year)
Code Cases (per year)	750 (Average Per Year)
Rental Licenses	4500

Current System Architecture

The following technology standards are in place at the CKCOG:

Item	Standard
Desktop Hardware	I3, I5 and I7 processors, at least 4+ GB RAM, 250+ GB HD or SSD
Desktop Operating System	MS Windows 7 Professional 64 Bit and Windows 10 Professional 64 Bit

Server Hardware	TBD by Software requirements
Server Operating System	TBD
Centralized Databases	TBD
Email System	Office 365 Exchange
Virus Scanning Software	Symantec End Point Managed
Remote Access	VPN
Web Server Software	TBD
User Authentication	TBD
Server Virtualization	VMware
Network	TBD
Internet	1 Cable coaxial business class 50/5 Mbps connection
Geographic Information Systems	5 counties utilizing different programs – Union, Snyder, Lycoming, Northumberland, Centre

Current Software

The following are some software standards that are in place at the CKCOG:

Item	Standard
QuickBooks	Used for finance, payroll, and accounting.
Internet Browser	Explore, Firefox, and Chrome
MS Office 365 (all users)	Word, Excel, Power Point, and Access
Adobe Acrobat Standard and Pro	Document management

SUPPORT TEAM

The Contractor will be expected to work with individuals representing the CKCOG and a local IT consultant to the CKCOG.

SCHEDULE

The CKCOG anticipates a start-up date of September 1, 2017 with a completion date no later than December 31st.

PROPOSALS

Proposals are to be submitted sealed in an envelope. The proposal shall cover the technical aspects as hereafter explained and shall include complete details as to fees charged and proposed pricing models. Four (4) copies of the Proposal are required.

Technical aspects of the proposal should include the following information in the order detailed:

Title Page - List the RFP subject, the name of the firm, the local address, telephone number, name of the contact person and date.

Table of Contents - Include a clear identification of the material included in the proposal by page number.

Letter of Transmittal - Limit two (2) pages. Make a positive commitment to perform the required work within the time period requested. Also, give the name(s) of the person(s) who will be authorized to make representation for your firm, their title, and telephone numbers.

Profile of Proposer - State whether your firm is local, national or international in size. Give the location of the office from which the work is to be done and briefly describe the range of activities performed by the local office. Identify the persons who will be assigned to this engagement and describe their role and the amount of work to be performed.

Qualifications – Include a statement of capability describing your firm’s qualifications to perform the work described here with special emphasis on qualifications related to those portions of the work where you feel that your firm may have special competence. Identify projects in your portfolio that are deemed to be relevant to this project. Preference given to firms based in Pennsylvania and firms with at least 10 Pennsylvania based clients.

Approach - Make a statement indicating your understanding as to the scope of work requested and briefly describe your firm's approach to the project.

Billings and Payment Terms - Proposers should include what payment terms are required, however Monthly Subscription is preferred.

QUESTIONS & ANSWERS

Any questions concerning this Request for Proposal should be directed to Chad Smith, CKCOG Director at: csmith@ckcog.com

Questions will be answered as they come in, but all questions and answers will also be posted on the CKCOG website www.ckcog.com.

PROPOSAL SUBMISSION

Four (4) copies of the sealed proposal must be submitted not later than **1:00 p.m. on Monday, July 31st, 2017** to:

**Chad Smith, Director
Central Keystone Council of Governments
1610 Industrial Blvd., Suite 400A
Lewisburg, PA 17837**

Envelope(s) must be marked prominently on the outside **"CKCOG Permit Software – Proposal."** Proposals must be mailed or hand delivered. No faxed proposals will be accepted.

Proposals will be handled confidentially by the CKCOG during the pre-award process.

The CKCOG will not be responsible for any expenses incurred by a Proposer in connection with this procurement.

GENERAL CONDITIONS

No verbal instructions or verbal information to proposers will be binding on the CKCOG. These written specifications will be considered clear and complete unless written attention is called to any apparent discrepancies or incompleteness before the opening of the proposals. Should any alterations to these specifications be made in the form of written addenda, they will be mailed and/or faxed to all proposers. These addenda shall then be considered to be part of these specifications.

Submission of a proposal will be considered as conclusive evidence of the proposer's complete examination and understanding of the specifications.

The CKCOG reserves the right to reject any or all proposals; the right to request additional information from any proposer; the right in its sole discretion, to accept the proposal considered most favorable; and the right to waive minor irregularities in the procedures or proposals if it is deemed in the best interest of the CKCOG.

The CKCOG reserves the right to negotiate with proposers to establish variations from the original proposal(s), including proposed cost, which may be in the interest of the CKCOG.

The award will be made to that responsive and responsible proposer whose proposal, conforming to these specifications, will be most advantageous to the CKCOG, price and other factors considered, such as delivery time, quality, service, experience and specific skills and disciplines represented on the consulting team, etc. The award may or may not be made to the firm with the lowest cost.

The CKCOG shall have the right, without invalidating the contract, to make additions to or deductions from the items or work covered by the specifications. In case such deductions or

additions are made, an equitable price adjustment shall be made between the CKCOG and the Contractor. Any such adjustments in price shall be made in writing.

Proposers requesting additional information and/or clarifications to the bid specifications shall submit the inquiries, via email, not less than three (3) working days prior to the bid opening date. Inquiries received less than three (3) working days prior to the bid opening date will not receive responses.

The proposer will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin or handicap. The proposer will take affirmative action to ensure that applicants are employed without regard to race, color, religion, sex, age, handicap, or national origin. Proposers will take steps to insure employees are treated during employment without regard to race, color, religion, sex, age, handicap or national origin. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

CONTRACT TERMINATION

A contract may be canceled by the CKCOG by giving the Contractor sixty (60) days written notice of intent to cancel. The Contractor shall not begin any additional work on affected contract upon receipt of notification of intent to terminate by the CKCOG.

INDEMNIFICATION

The successful proposer shall assume the defense of and indemnify and hold harmless the CKCOG, its officers, agents and employees from and against all claims, demands, actions, suits and proceeding by others and against all liability, both negligent and non-negligent, arising directly or indirectly out of the actions of the Contractor in their performance of this contract.

INSURANCE

The successful proposer, prior to commencing work, shall provide at his/her own expense, the following insurance to the CKCOG, evidenced by certificates of insurance. Each certificate shall require that notice be given, thirty (30) days prior to cancellation or material change in the policies, to the CKCOG Director.

The Comprehensive General Liability policy shall have a minimum limit of liability of \$300,000 minimum, per occurrence.

The successful proposer shall provide E&O or evidence of professional liability coverage with limits at \$500,000 minimum, per occurrence.

Nothing contained in this section shall be construed as limiting the extent of the Contractor’s responsibility for payment of damages resulting from his operations under the contract.

EVALUATION OF PROPOSALS

Proposals will be evaluated by a team consisting of the CKCOG Director, Office Manager and the contracted IT Consultant, with final approval by the CKCOG Executive Board.

In general, the Technical Proposals will be evaluated in terms of: (1) the Proposer's demonstrated understanding of the CKCOG's requirements and plans for meeting them; (2) the professional qualifications and related experience of the persons assigned to the engagement; and (3) the prior experience and reputation of the proposer in performing similar projects. The highest rated proposers may be asked to make presentations and be interviewed by the selection team.

The CKCOG reserves the right to reject any and all proposals submitted and to request additional information from proposers. Notice is also given of the possibility that an award may be made without discussion or after limited negotiations. It is, therefore, important that all proposals contain the most favorable terms possible, and should be complete in all respects.