



CITY OF KINGMAN

FIN24-005

Request for Proposal

**PERMITTING, PLANNING, AND LICENSING SOFTWARE
(Engineering, Development Services, and Licensing)**

CONTACT PERSON

Wendy Sherer,
Assistant Finance Director
(928) 753-8582
wsherer@cityofkingman.gov

Release Date: April 25, 2024

Proposal Due Date: June 3, 2024, by 3:00 p.m. (Arizona Time)

Please Note: If RFP documents were downloaded from the City of Kingman's website, Proposer is responsible for obtaining any addenda either through updates on the website, or by contacting the person listed above.

CITY OF KINGMAN
Request for Proposal –
Permitting, Planning, and Licensing
Software

Table of Contents

I. INTRODUCTION.....	3
II. PROPOSAL INSTRUCTIONS AND REQUIREMENTS	5
III. NATURE OF SERVICES REQUIRED.....	10
IV. TECHNICAL AND OTHER PROPOSAL REQUIREMENTS	19
V. EVALUATION PROCEDURES	25
APPENDIX A. Proposer Signature Page.....	29
APPENDIX B. Proposer Guarantees	30
APPENDIX C. References.....	31
APPENDIX D. Cost Summary Proposal.....	32

I. INTRODUCTION

A. General Information

The City of Kingman (City) is a community of approximately 31,013 citizens located on historic Route 66 in northwest Arizona and is experiencing growth in its residential, commercial and undeveloped properties. The City issued 932 residential and 112 commercial permits (for all types of permits, not just new buildings) in fiscal year 2023. Additionally, 371 Right-of-Way permits, 578 new business licenses, 59 special event permits, and 3 film permits were issued during that same timeframe.

To help meet the administrative challenges presented by growth opportunities, City staff is interested in enhancing functionality for its citizens and contractors, and is seeking to increase efficiencies in processes. The City is soliciting a Request for Proposal from qualified suppliers to provide a comprehensive, fully integrated, permitting, project management, land management and business/dog licensing software. Online and mobile functionality is a requirement in order to provide citizens and contractors with a portal for processing new and renewal applications, collecting payments, and viewing submission details, as well as providing functionality for City field staff to directly access and edit permits, licenses, and inspections.

The permitting, planning, and licensing software package is expected to contain the following components, at a minimum:

- Permitting
 - Building permits
 - Engineering permits
 - Special event permits
 - Filming permits
- Projects
- Planning
- Code Enforcement
- Licensing (business and dog licensing) – **OPTIONAL, if this component is not offered, supplier will still be considered**
- Integration with GIS ESRI software for land records
- Intuitive online access for citizens for the purpose of completing applications, submitting inquiries, paying for services, and scheduling.
- Mobility software for fieldwork completion on mobile devices

Sealed Proposals will be received at the City of Kingman, 310 North 4th Street, Kingman, Arizona 86401, until 3:00 P.M., Arizona time, June 3, 2024. Any proposal received after 3:00 P.M. on the above stated date will be returned unopened.

The outside of the proposal envelope shall indicate the name and address of the proposer, shall be addressed to Annie Meredith, City Clerk, City of Kingman, at the above address, shall be marked: “SEALED RFP – “PERMITTING, PLANNING AND LICENSING SOFTWARE”, and shall contain one (1) original and five (5) copies of the proposal as well as one (1) USB drive that contains the documentation included in the original proposal in a PDF format.

During the evaluation process, the City of Kingman reserves the right, where it may serve in the City's best interest, to request additional information or clarification from proposers. At the discretion of the City of Kingman, suppliers submitting proposals will be requested to participate in interviews and conduct visual product demonstrations as part of the evaluation process.

It is anticipated the contract recommended by the Evaluation Committee will be considered for approval by the City Council on August 20, 2024 at the regularly scheduled meeting of the Council.

The City of Kingman reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the supplier of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted, and confirmed in the contract between the City of Kingman and the supplier selected.

II. PROPOSAL INSTRUCTIONS AND REQUIREMENTS

A. Request for Proposal (RFP) Format

RFP must be typewritten with a font size no less than 11 points and must be submitted on the form(s), if provided in the RFP. Proposer shall return all information and forms as required and outlined as shown in this solicitation. Failure to complete all required forms and provide all information as requested may result in the Proposal being rejected as non-responsive. Proposer must submit one (1) original and five (5) copies of the Proposal document, as well as provide one (1) USB drive that contains the documentation included in the original proposal in a PDF format.

Unsigned Proposals will be considered non-responsive and will be rejected. Erasures, interlineations or other modifications in the Proposal must be initialed by a duly authorized proposer representative and must be the same person that signs the Proposer Signature Page.

In the case of error in the extension of prices in the Proposal, the unit price will govern. No Proposal shall be altered, amended or withdrawn after the specified RFP closing date and time.

It is the responsibility of the Proposer to examine the entire RFP package and to seek clarification of any item, service or requirement that may not be clear and to check Proposer responses for accuracy before submitting a response. The City of Kingman reserves the right to accept or reject any or all Proposals or any part thereof and waive informalities deemed in the best interest of the City.

B. Request for Proposal (RFP) Requirements

The following documents and/or forms must be completed, signed and submitted with the Proposer's offer to be considered responsive:

- Introductory Letter
- Proposer Signature Page (Appendix A)
- Proposer Guarantees and Warranties (Appendix B)
- References (Appendix C)
- Cost Summary Proposal (Appendix D)
- Proposer Submitted Response
- Responses to subsections "B through G" of "Section III: Nature of Services Required" in this RFP, using the required format as indicated in this section
- Responses to subsections "A through C" of "Section IV: Technical and Other Proposal Requirements", using the forms required as indicated in this section of the RFP
- Qualifications and Experience
- Work Plan and Project Schedule

Proposals must be signed by a duly authorized representative of the Proposer. If a Proposal is signed by an agent of the Proposer, a Power of Attorney showing the authority of the agent to sign must be submitted with the Proposal or the Proposal will be rejected. **FAILURE TO SIGN AND SUBMIT THE PROPOSER SIGNATURE PAGE SHALL RESULT IN REJECTION OF THE PROPOSAL.**

C. Time Requirements

The following is a list of key dates up to and including the date a contract is anticipated to be brought before the City Council for review and possible approval:

RFP Issued	4/25/24
Last Day for Addenda to be Issued	5/23/24
Last Day for Questions to be Posed to City	5/23/24
Last Day for City to Respond to Questions	5/28/24
Submission Due Date	6/3/24 3:00 pm
Proposer Interviews and Visual Product Demos	6/24/24 – 6/27/24 and 7/8/24 – 7/11/24
Selected Proposer Notified	7/18/24
Enter Contract Negotiations	7/18/24
Final Contract Due for Council Agenda	8/6/24
City Council Approval	8/20/24

Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

D. RFPs Must Conform to the Requirements and or Specifications.

The Proposer shall adhere to the requirements and or specifications stated herein. Any exception taken to these requirements and or specifications shall be so stated on the returned RFP proposal. Deviations from any of the requirements in the specifications MAY RESULT IN PROPOSAL REJECTION.

City of Kingman shall hold the Proposer to all specification requirements. There is no time limit on this requirement; deviations discovered after the unit(s) is accepted shall be corrected at no cost to the City. Any VERBAL communication from the City shall not be construed as approval of the acceptability of any deviation to any requirement or as authorization for any changes or additional charges on any contract. WRITTEN APPROVAL is required. Any deviation from the specification, or where submitted literature does not fully support the meeting of the specification, must be clearly cited in writing by the Proposer, but no deviation below minimum specification will be accepted.

E. Periods of Time.

Periods of time, stated as a number of days, shall be calendar days unless otherwise specified.

F. Proposal Withdrawal.

Any Proposal may be withdrawn at any time prior to the specified date and time for RFP closing by delivering a written request to the City Clerk or designee at the location where proposals are received signed by a duly authorized representative of Proposer. All Proposals shall be irrevocable for one hundred twenty (120) calendar days from the day of RFP closing.

G. Addenda.

All addenda shall be issued no later than five (5) business days prior to the RFP closing. It is the responsibility of the proposer to obtain all addenda; no addenda acknowledgment is required.

H. Documents are Public Records.

All documents, reports, Proposals, RFPs, submittals, working papers or other materials submitted to the City by Proposers shall become the sole and exclusive property of the City and become a public record.

I. Copies.

Proposer may request copies of current or past procurement documents. The charge per copy is payable in advance. Please call for a current per copy cost.

J. Late Delivery of Proposal.

Late Proposals will not be opened or considered under any circumstances. Late Proposal Response Notification will be sent to proposer. Delays due to mail and/or delivery services will not be considered excusable to the time requirements contained within this RFP.

K. Rejection of RFPs.

The City reserves the right to reject all Proposals or to cancel award of the Contract at any time before execution of the Contract by both parties, if rejection is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of award. The Proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its Proposal and Contract negotiations.

The City reserves the right to waive technical defects, discrepancies and minor irregularities in the Proposal. The City reserves the right to re-seal any Proposal that was opened prematurely. The City has determined this event as a minor irregularity and if it does occur, the Deputy City Manager/Finance Director shall be notified and shall log the event and place it in the procurement file. The City reserves the right to award any alternatives set forth in the RFP documents at its sole discretion.

Proposals may be rejected if there is any unauthorized alteration of the RFP form(s), conditional Proposals, incomplete responses, or irregularities of any kind. The City reserves the right to reject any Proposal not in compliance with the RFP documents, or prescribed public proposal procedures and requirements. Written notice of rejection of all proposals shall be sent to all Proposers. ALL UNSIGNED PROPOSALS SHALL BE REJECTED.

L. Collusion.

Upon evidence that collusion exists among Proposers, none of the Proposals of participants in such collusion will be considered. All involved Proposals shall be rejected. Proposals in which prices are unbalanced may be rejected. The Proposer will be required to complete, notarize and submit a "No-Collusion Affidavit" upon request by the City. **Failure of the proposer to submit a properly executed affidavit upon request by the City shall be grounds for rejection of the Proposal.**

M. Contract Award.

The City intends to award one contract to the Proposer whom is determined to be the highest ranked, responsive, responsible supplier whose services will be the most advantageous to the City. The contract shall be for a term of five (5) years with optional annual renewals thereafter.

Proposer negotiations will proceed immediately after a recommendation for award is made by the Evaluation Committee. The City reserves the right to negotiate a final contract, which is in the best interest of the City, considering any material changes to the scope of work resulting from any modifications being offered by the Proposer for this project and also any pricing that might be affected by changes to the scope of work. Should contract negotiations be unsuccessful with the highest-ranking proposer, negotiations will be terminated with that Proposer and initiated with the second-ranked proposer, and so forth. When negotiations become successful with a Proposer, an award recommendation shall be forwarded to the City Council for their consideration.

An RFP response is an offer by a Proposer to Contract with the City based upon the terms, conditions and specifications, scope of services contained in the Request for Proposal. RFPs do not become Contracts unless and until they are accepted and an Award is made by City of Kingman.

A Contract is formed when the City of Kingman gives written Notice of Award(s) to the successful Proposer(s) and executes a contract with the Proposer. All Request for Proposals documents, including but not limited to the specifications, scope (statement) of work, terms and conditions, etc., become the Contract and is extended to every Purchase Order. The delivery or furnishing of any of the RFP items or services cannot commence until a Contract is duly and properly executed by approval of the City Council and certificate of insurance are provided with the required limits of coverage.

N. Reissuance of RFP.

The City reserves the right to re-issue a subsequent procurement for this service at any time if deemed to be in the best interest of the City.

O. Protest of Award.

A protest of award must be physically delivered to the City Clerk within seven (7) calendar days of the notice of award date. Packages containing protests shall be marked as follows:

RFP Award Protest, RFP – Permitting, Planning, and Licensing Software

**City of Kingman
Attn: Annie Meredith, City Clerk
310 N. 4th Street
Kingman, AZ 86401**

P. Notice of Award.

Notice of Award shall be sent by email to the Proposer with the contract selected for award by the Evaluation Committee.

Q. Supplier Registration and IRS Form.

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Application and IRS W-9 Form and file the documents with the City's Finance Department. The vendor forms shall be obtained from the City of Kingman's website:

<https://www.cityofkingman.gov/government/departments-a-h/finance/procurement/vendor-forms>.

R. Disputes.

In the event any doubt or differences of opinions exists as to the items or service to be furnished hereunder, or from evaluation and/or testing of substitutes, or the interpretation of the provisions of this procurement, the decision of the City of Kingman shall be final and binding upon all parties.

S. Solicitation Document Conflicts.

In the event any discrepancies exist between the Proposer(s) submitted response and the original solicitation document, the Proposal on file with the City shall govern.

T. Response Preparation Costs.

Costs incurred by any Proposer in preparation of a response to this Request for Proposal shall be the sole responsibility of the Proposer and will not be reimbursed by the City.

U. Confidentiality.

Pursuant to the City of Kingman Procurement Code, the name of each offeror shall be publicly read and recorded. Offers shall not be open for public inspection until after award of the contract or issuance of a notice of intent, whichever occurs first. Confidential, trade secrets or other proprietary data designated in the offer as such shall remain confidential, unless otherwise required by the public records law.

V. Principal Contact.

The supplier's principal contact with the City of Kingman will be Wendy Sherer, Assistant Finance Director, or a designated representative, who will coordinate the assistance to be provided by the City.

Contact with other agency employees regarding this RFP is prohibited without prior consent. Suppliers that directly contact employees risk elimination.

III. NATURE OF SERVICES REQUIRED

A. General

The City of Kingman is requesting proposals from qualified suppliers to implement a comprehensive software solution for the City of Kingman’s permitting, planning, and licensing functions.

The City is interested in solutions that work seamlessly with our existing software infrastructure, which include:

- a. Tyler Technologies, Enterprise Resource Planning (ERP) – Financial and accounting software system
- b. Bluebeam – Plan review software
- c. ESRI ArcGIS Desktop 10.7.1 and ArcGIS Pro 2.5. – GIS Software
- d. Laserfiche 10.4- Records retention software
- e. SAML SSO authentication Okta Platform

While integration is preferred, it is not required. Preference may be given to Proposers that offer the maximum level of integration with each software specified above.

B. Scope of Work

The Project Scope, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. Through this RFP, the City specifically intends to procure the following:

The City currently utilizes multiple platforms, primarily TrakIt, to manage functions of its operations across multiple departments. The City wishes to offer an online customer portal and payment system to its citizens and is seeking a company/supplier that can provide an efficient, cost-effective, common platform to serve its needs.

The software shall contain the following functions:

- a. Permitting – Engineering, Building, Special Event, & Filming
- b. Plan Review
- c. Project and Land Management
- d. Business and dog licensing (OPTIONAL)
- e. Customer Relationship Management (CRM)
- f. Mobile Applications allowing customer interaction (OPTIONAL)
- g. Public Facing Portal allowing online submittals and inspection requests (OPTIONAL)

The software shall contain the following functions:

1. The project scope shall include, but not be limited to, the following services:
 - a. Initial account setup and configuration
 - b. Data conversion from previous supplier

- c. Template and application form development
 - d. Web integration services
 - e. Application Integration services
 - f. Training for support staff, end users, and administrators
 - g. Associated supplier project management
 - h. Software maintenance and support services to include a support call center
2. The supplier provides training and ongoing support throughout the life of the contract.
 3. The supplier is able to accommodate a minimum of 25 internal system users and unlimited external customer portal users.
 4. The supplier shall provide software upgrades and enhancements, free of charge, whenever released.
 5. System provides GIS access from any device without any additional fees or licensing. Citizen engagement with mobile app capability with the ability to upload images.
 6. Citizen account creation with tracking and notification capability for city service requests.
 7. Plan Review and Permitting management that interfaces with plan review software, such as Bluebeam or similar, and is capable of notifying customers of the review status via the portal. System must be capable of processing concurrent reviews from various departments and consolidating all review comments into a common deliverable to the customer.
 8. Inspection management system that is Web-Based and functions using mobile devices, with the capability to notify customers of their inspection status via on-line portal or auto email function.
 9. Fire Prevention management system (OPTIONAL) capable of populating or merging current business license data into the management system and manage the life-safety inspection program.
 10. Community Risk Reduction management system capable of tracking activities, generating reports and data specific to educational activities.
 11. Land Use Planning and Zoning management system capable of project review and permitting functions for Rezoning, Conditional Use Permits, Subdivision Review, and other similar land use projects and permits.
 12. OPTIONAL: Provide the ability to issue, track and renew business and dog licenses. Maintain historical information regarding relocation of businesses, ownership transfers, and change in the nature of the business.

13. All historical data including information must be migrated to the new system as part of implementation. A SQL backup (.bak file) will be provided from the existing database.
14. Integrate with our existing GIS data and be fully compatible with the City's current version of ESRI software. The City currently is using ArcGIS Desktop 10.7.1 and ArcGIS Pro 2.5.
15. The system must include deployment for mobile use. Additionally, the system must provide continued operation of mobile activities if network or cellular connectivity is lost.
16. The system must track all permits/activities through each stage of their process in a way that all staff can easily view pertinent data about a permit/activity.
17. Some permits/activities require review and approval by multiple departments and individuals. The tracking system must provide a simple process for granting and revoking approvals by these various disciplines at any stage up to the final approval.
18. The system must allow for City personnel to make modifications to system tables such as fees, permit types, inspection codes, etc.
19. The system must include robust standard reports, detailed, and summary reports and the ability to build custom ad-hoc reports and must provide a method to query data and create custom reports, pulling data from any field within the database. The system must also allow for those queries and reports to be saved for the individual user as well as other users.
20. A solution that will provide a high level of functionality with ease of use is desired. Consideration will be given to a well-designed and proven software system that has an excellent user experience, rich capabilities, and robust ad hoc reporting tools.
21. Project management capability, including management of capital improvement projects (CIP), infrastructure projects and development project applications. The project management capability should include plan review tracking, milestone tracking, status tracking, and inspections. The system must include a means for setting up reminders for certain project milestones such as warranty inspections to be scheduled in the future. For development reviews, tracking of review fee payments is necessary.
22. System maintains a contractor table which tracks appropriate certifications and licenses as required for the type of contractor.

23. Land management system capable of interfacing with GIS and/or the County Assessor's office. The land management system must be able to manage/track the following:
 - a. Historical data for each parcel such as subdivision name, lot number, lot size and cadastral data.
 - b. City addressing, including multiple addresses on a single parcel of land.
 - c. Special assessments for water, sewer, streets and improvement districts.
 - d. Special restrictions or warnings associated with a specific piece of property.
 - e. Land data must be "linkable" to other records such as permits, business licenses, cases, projects, etc.
24. The City often receives inquiries regarding assessments, paybacks or other general information for properties. The system must provide a way to track these inquiries and link them to properties for quick and easy review. Similarly, the system must be able to track complaints for properties and/or areas of towns (i.e. drainage complaints, potholes, etc.).
25. Platform and Gateway for online citizen payment processing must be via a secure portal. The City uses Tyler Technologies, Enterprise Resource Planning (ERP) for financial reporting. Payment files must be in a file format that is compatible with the financial system.
26. Software needs to be able to export all reports into a CSV or XLS/XLSX file, word document, or PDF.
27. System must provide the ability for end users to easily create saved reports and ad-hoc reports and must be capable of exporting reports into several file formats including but not limited to PDF, MS Excel and MS Word.
28. Supplier must provide unlimited custom reports as requested at no additional cost.

C. System Requirements

1. Describe the system's minimum networking requirements.
2. How many servers will be required to operate the proposed system? Describe the purpose of each proposed server.
3. For hosting services, identify whether it is a dedicated or shared server and any server redundancy.
4. Describe proposed redundancy and scalability to avoid unexpected outages.
5. Describe the disaster recovery plan while maintaining high availability.
6. Identify specific hardware requirements and/or exceptions, including but not

limited, to desktop and mobile clients.

7. Describe any interfaces already built to other software or services.
8. Describe and define data conversion capabilities and requirements.
9. Describe the interface, if any, between the proposed system and Email.
10. Provide a detailed list of GIS datasets and schemas required by the system.
11. Describe the system's ability to provide/export data to GIS platforms to be used for data analysis.
12. Do all system modules query a single database? Describe the internal interface between proposed modules.
13. Describe the system's customization capabilities.
14. Can agency administrators easily establish security privileges and permissions within the system? If so, please describe.
15. Describe the system's imaging capabilities including how users capture, store, and use media.
16. What Payment Processors is the system compatible with? Does the supplier have a preferred provider?
17. What payment methods does the supplier offer?
18. Can users attach all types of media files to an individual record (e.g., image, sound, and video files)? Can attachments be opened in their native formats?
19. Using the table below, provide server hardware specifications. Repeat the table for each proposed server.

Server Recommendations	
Number of Concurrent Users Supported	
System Information	
Operating System	
Processors	
# of Processors @ Speed	
Memory	

Total Memory	
Storage	
Type	
Speed	
RAID levels supported	
Capacity	
Network Adapters	
Number of Ports	
Speed	

20. Provide the recommended minimum specifications for user workstations.

Workstations	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Mobile Laptops	
Operating Systems	
Processor	
Memory	
Wireless network	
Screen resolution (pixels)	
Screen size	
Hard disk space	
Additional applications/ software	

Tablets	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

Smart Phones (cellular)	
Operating Systems	
Processor	
Memory	
Network card	
Screen resolution (pixels)	
Hard disk space	
Monitor	
Additional applications/ software	

D. Supplier Qualifications

To meet the requirements of this request for proposal, provide a written narrative corresponding to each of the items below:

1. Provide a company profile including length of time in business, number of full-time staff, and business locations.
2. Describe your company's experience in the services specified in this RFP. Examples of completed projects, as current as possible should be submitted.
3. Provide current reference information for at least five (5) current clients using the reference sheet contained in Appendix C. Provide additional specific reference details as an optional additional attachment to that form. Municipal clients are preferred and will be rated higher.
4. Provide the number of current municipal clients and the number of current municipal clients who use Tyler Technologies, ERP for their financial reporting software.
5. Provide the number of Trak-It conversions successfully completed.
6. Provide any additional experiences that would be relevant.

E. Implementation

Outline all project phases including a description of tasks performed and length of time to complete each task. Clearly define the responsibilities for the City during each phase of the project.

1. Project team leaders - names of individual who would be overseeing this project, including a description of experience.
2. Describe the discovery process including how you will collect information.
3. Describe the typical implementation process for a project of this scope including

the roles of key members of the implementation team.

4. What tools are employed by the implementation team to collaborate with the agency regarding project milestones?
5. Describe the supplier's training services.
6. Does the supplier provide a practice database that utilizes the agency's data? If so, describe.
7. Describe all training documentation and instructional support available to the agency.
8. Has the supplier ever failed to complete an implementation? If so, describe.
9. Attach an implementation timeline that outlines specific milestones and deliverables.
10. Describe the data conversion capabilities and requirements, and indicate whether there will be dedicated personnel assigned to this process.
11. Identify any 3rd party software or service requirement included and/or recommended as part of the proposed solution.
12. Identify all training included in the project cost. If there is a training cost not included in the project phases, it must be specifically identified. Also address any recommended training and associated prices.
13. Provide any additional information about your organization that you feel is relevant to the decision-making process.

F. User Licenses

1. Describe the proposed licensing structure (user, concurrent, etc.).
2. Provide the following information for each proposed component that requires a license. Add rows as needed.

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses

3. As the agency expands, will there ever be any additional charges for workstation licenses?

G. Warranty, Maintenance, and Support

1. Describe redundancy and scalability to avoid unexpected outages.
2. Describe the disaster recovery plan while maintaining high availability.
3. Are there any costs associated with system updates, enhancements, and bug fixes? If so, describe.
4. For this project, what is the supplier's anticipated annual maintenance increases for the proposed system?
5. What incentives/savings does the supplier offer for prepaid maintenance for this project?
6. Does the supplier provide a clearly defined process for customers to influence product enhancements? If so, describe.
7. Will the agency be required to update their system when a new enhancement is released?
8. When an enhancement becomes available, if the agency elects to retain a previous release, how long will the supplier provide maintenance for that release?
9. Does the supplier preserve agency customizations to the system during the enhancement process, free of charge?
10. Describe the account management resources available to the agency including support services, both standard and 24-hour, including average response time for resolution.
11. Does the supplier provide an online educational database? If so, describe.
12. How long will the supplier commit to supporting the proposed system?
13. If the supplier were to be acquired, would the supplier guarantee the system's continuation or length of contract?

IV. TECHNICAL AND OTHER PROPOSAL REQUIREMENTS

A. *Technical Proposal*

1. General Requirements

The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the suppliers seeking to undertake the project as in conformity with the requirements of this request for proposal. As such, the substance of proposals will carry more weight than their form or manner of presentation. The technical proposal should demonstrate the qualifications of the supplier and of the particular staff to be assigned to this engagement. It should also specify a comprehensive approach that will meet the request for proposal requirements.

The technical proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposals. While additional data may be presented, the following subjects must be included. They represent the criteria against which the proposal will be evaluated.

2. Independence

The supplier should also list and describe the supplier's (or proposed subcontractors') professional relationships involving the City of Kingman for the past five (5) years, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed service.

In addition, the supplier shall give the City of Kingman written notice of any professional relationships entered into during the period of this agreement.

3. Schedule and Work Plan

Provide a schedule that will be followed to accomplish the scope outlined, including items addressed in the Implementation Section of this RFP. Proposer should provide a detailed draft of the approach to taken with regards to the implementation and work plan.

B. *Cost Proposal*

Provide a cost proposal using the Cost Summary Proposal worksheet included in Appendix D to accomplish the scope outlined. The cost must encompass all design, production, and any software acquisitions necessary for development and maintenance of the solution. Specifically identify the following:

1. Provide all one-time costs and fees.
2. List any recurring costs or fees. Provide details, if needed.
3. Identify any other options that are not included in the basic costs but are offered by the supplier.

C. Functionality

Please complete the following tables using the legend below. Please indicate whether there is an extra cost associated with the functionality in the Comment box and also provide the cost in the Cost Proposal Summary submitted with your Proposal.

- S = Standard** functionality out-of-the-box or meets requirement fully
- M = Modification** required (i.e. standard script or other work-around)
- C = Customization** required 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 Requirements					
"Read-only" licenses are available for users that will not be creating or editing data without additional licensing costs.					
System is Web-Based allowing access to users in real-time, both in the office and in the field.					
Users are able to add multiple photos from field via tablet, laptop, or smart phone of choice (i.e. Android, IOS, Apple, Chrome, Microsoft, etc.).					
User-centric design (ability for each user to customize their own screens and layouts with ability to save user custom configured settings).					
Requires no client-side installation.					
Requires no browser plugins (e.g. Silverlight, ActiveX).					
Requires no changes to local workstation security.					
Ability to store, maintain, edit, and populate forms and letters.					

System provides the ability to configure, and add new fields.					
System has the ability to immediately run reports against the new fields created without requiring technical support or knowledge of SQL or Crystal.					
System provides a portal for citizen and contractor access, which can easily be configured to meet our permit/licensing requirements.					
System provides a citizen and contractor portal allowing our customers to see real time status updates on inspections, plan reviews, and other general permit updates.					
System provides the ability to pay all fees at the time of initial submission of an application.					
System allows citizens to renew licenses through the online portal.					
System provides the ability to pay for a permit online at any time throughout the application process.					
System's payment portal is PCI Compliant.					
System has an integrated payment processor for both online payments.					
System has an integrated payment processor for both in-store (in person) payments.					
System accommodates customer "dashboards" for each staff member.					
System "dashboard" has the ability to provide a summary of all specified permits with their status.					

System allows committee review members to see real-time the status of each reviewer’s progress and status.					
System allows citizens and contractors to apply for permits online.					
System allows customers to set up or request inspections online.					
Software integrates with GIS application for property verification and display via Rest services from ESRI.					
System generates permits on paper and in PDF format.					
System can easily email permits and inspections out of the system.					
System allows for multiple types of permits (Building, Engineering, Special Events, etc.)					
System allows for sub permits (e.g. building permit with a mechanical permit.)					
System can have different fee structures based on the permit. For example, calculations can contain complex calculations including valuation, square footage, factors, and flat fees.					
Staff can edit, delete, or create new permit processes as needed without technical support from the supplier.					
System integrates license management system with fire inspection program, code enforcement and other agencies (if applicable).					
System Inspection program interfaces with all inspection divisions, building, fire, public works, and code enforcement.					
System provides a centralized calendar for scheduling inspections.					

System allows for integration of engineering inspections.					
System allows inspections to be added, removed, or rescheduled as needed.					
System allows multiple staff to be assigned to one complaint. E.g., a complaint may involve the Fire Department for weeds and Neighborhood Services for inoperable vehicles.					
System allows staff to mark up plans electronically and email them to the customer.					
System tracks the different versions of submittals.					
System allows different file formats to be uploaded to the complaint file for tracking (e.g. pdf, jpegs, docx, etc.).					
System provides a custom “dashboard” or summary for staff of the different types of complaints received, open, and closed.					
System provides staff the ability to see a history of all previous complaints, permits, and inspections on a property.					
System allows staff to add, delete, and create new types of complaints.					
System allows customers to file a code complaint online.					
System provides a GIS Map for public access where they can see a parcel map showing any code cases or permits on a selected property.					
System integrates code complaints to the GIS interface for mapping capabilities.					
System tracks deadlines for follow-up and organizes staff comments.					

System allows customers and staff to enter, submit, and track applications and print licenses via an online portal.					
System automatically routes application for approval to appropriate departments and sends notification when all approvers have signed off.					
System has features to notify departments of violations and non-renewals.					
System generates PDF renewal forms to be delivered to bill print supplier.					
System automatically updates license status.					
System provides Customer Relations Management (CRM) to track business and media communications and relations, project tracking for new retail, existing retail and incentive programs.					
System provides the ability to track communications between users and stakeholders.					

Additional points will be added for the evaluation criteria ***“Overall software quality, functionality, and capabilities”*** for proposals that offer the following optional features:

*Please indicate “Yes” or “No” in the boxes below.

Description of Optional Feature:	Provided Yes	Provided No	Additional Comments
A mobile application that allows citizens to schedule inspections, track the status of applications, make payments, etc.			
A mobile application that allows for citizen engagement, i.e., the ability to send notifications to City staff for various community reportable events (potholes, water leaks, etc.).			

V. EVALUATION PROCEDURES

A. *Review of Proposals*

The Evaluation Committee will review each proposal using a two-phase approach. Proposals meeting the mandatory criteria for responsiveness in Phase I will have their proposals evaluated for technical qualifications and then price will dictate the selection from the qualified Proposals selected.

Phase I: Proposal Responsiveness

Proposals will undergo an initial review to determine:

1. Compliance with the proposal submittal date; and
2. Compliance with the instructions and requirements stated within this RFP.

If it is determined the Proposal does not meet the requirements in Phase I, the Proposal will be deemed ineligible to move to the Phase II review and no further review of the Proposal will take place.

Phase II: Written Proposal and Visual Product Demonstrations

During this phase, Evaluation Committee members will review all written proposals based upon the criteria described below. Evaluation Committee members will request qualified Proposers to provide a visual product demonstration during the weeks of June 24, 2024 – June 27, 2024 and July 8, 2024 – July 11, 2024 but committee members are not required to view visual demonstrations from all responding Proposers. If a Proposer is unable to accommodate the request for a demonstration during the weeks identified above, the Proposal will not be reviewed further and cannot be considered for contract award.

Each evaluator shall independently assign a score to each evaluation criterion based on the written proposal and visual product demonstration. The criteria scores of each committee member will then be summed and the highest scoring proposal will be recommended for award.

The agency will consider the following in its evaluation:

- i. Project plan
 - ii. Software capabilities
 - iii. Company profile
 - iv. Proposed services
 - v. Warranty, maintenance, and support
 - vi. References
-
- i. Price (as a secondary component)

The following represent the principal selection criteria that will be considered during the evaluation process. Advantageous proposals will be evaluated based on the proposer's ability to deliver the following:

1. The ability to provide and implement an integrated solution that meets the requirements as described in this RFP with minimal customizations. Overall software quality, functionality, and capabilities.
2. Supplier's approach and work plan for the project.
3. Overall feedback from customer references on supplier's project implementation, performance, reliability, service level and training plan.
4. A modern system interface that will be easy to support and flexible to accommodate new technologies and future workflow and process changes with the City.
5. Quality and completeness of the proposal.
6. Technical Qualifications.
 - a) Expertise and Experience.
 - i. The supplier's past experience and performance on similar projects.
 - ii. The customer base of the supplier and the number of years the supplier has been providing services.
 - iii. The quality of the supplier's professional personnel to be assigned to the engagement and the quality of the supplier's management support personnel to be available for technical consultation.

B. Price

Although cost is a significant factor, it will not be the dominant factor. Cost will be given more importance when all of the other evaluation criteria are relatively equal. The general approach is to identify all qualified, responsive proposers and then award the contract to the lowest proposer in that group.

C. Proposal Submissions

Proposers shall be solely responsible for the delivery of their proposals in the manner and time prescribed.

Prior to submission, Proposers shall carefully examine the Nature of Service Requested, read this entire RFP through to gain an understanding of all requirements and needs of the City, reach out to the RFP contact with all questions, fully inform themselves as to all existing conditions and limitations, and shall consider those conditions and limitations in the preparation of their proposal.

Proposals shall be properly executed on the Proposal Forms provided, when required. Numbers shall be

stated in figures, where so required. The completed forms shall be without interlineations, alterations or erasures unless granted authorization to do in writing from the City Contact. Proposals shall not contain any recapitulations of the work to be done.

A tabulation of all submitted Proposals will be available for review following RFP opening.

D. Evaluation Criteria Table

The proposal’s maximum total is 200 points. The following tables of criteria and point scoring will be used to evaluate the proposal(s), with all qualification criteria being scored first and price used as a secondary review:

CRITERIA TABLE #1 – Qualifications, Experience, and Project Plan		
Item	Description	Points
1.	Overall software quality, functionality, and capabilities	60
2.	The supplier's municipal experience and expertise	30
3.	The quality of the supplier's professional and support personnel to be assigned to the project	25
4.	Ongoing support, maintenance, and system enhancements	15
5.	Timeframe for project completion and work plan	15
6.	Supplier’s experience implementing the software solution for other municipal agencies	15
7.	References	15
Table #1 Total Points:		175

CRITERIA TABLE #2 – Pricing (To be considered after determining qualified proposals)		
Item	Description	Points
1.	Price	25
Table #2 Total Points:		25
COMBINED TOTAL POINTS		200

E. Offer Acceptance

The contract will be awarded to the highest scored Proposal, that also complies with these instructions. The City of Kingman reserves the right to accept or reject any or all offers if it may deem it best for the public good or to reject the offers of any persons who have been unfaithful or delinquent to any contract with the City. The City reserves the right to waive any informality in the offers received. The

award of any Contract will be contingent upon approval of the contract by the City Council.

The successful Proposer will be required to draft the final Contract document, provide proof of bond and/or Certificates of Insurance within twelve (12) calendar days from contract award notification date (July 18, 2024 proposer notification date).

APPENDIX A. Proposer Signature Page

- A. By signature below, the Proposer certifies the specifications and general provisions have been carefully examined. If the Proposal is accepted, Proposer agrees to contract with the City of Kingman to furnish the item(s) and/or services in the manner and time herein prescribed and according to all the requirements set forth.
- B. The Proposer hereby certifies that Proposer:
1. Has not discriminated against disadvantaged, minority or women small business enterprises in obtaining any required subcontracts in accordance with ARS.
 2. Completes, signs and returns the attached documentation (in an order deemed appropriate by proposer):

Introductory Letter
Proposer Signature Page (Appendix A)
Proposer Guarantees and Warranties (Appendix B)
References (Appendix C)
Cost Summary Proposal (Appendix D)
Proposer Submitted Response
Responses to "B through G" of Section III. Nature of Services Required in this RFP, using the required format as indicated in this section
Responses to Section IV. Technical and Other Proposal Requirements, A through C, using the forms required as indicated in this section of the RFP
Qualifications and Experience
Work Plan and Project Schedule
 3. May withdraw a Proposal at any time prior to the RFP opening by providing written request to the City Clerk. However, all RFP's shall be irrevocable for one hundred twenty (120) calendar days from the day of the RFP opening.
- C. The Proposer agrees that pursuant to ARS § 34-253, the undersigned certifies that neither he/she nor anyone associated with Proposer's company listed below has directly, or indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive submission in connection with this procurement. Further, Proposer agrees to provide a notarized "NO COLLUSION AFFIDAVIT" if so required by the City, at a future date.

PROPOSAL SUBMITTED BY:

NAME/TITLE: _____

SIGNATURE: _____

ARIZONA TAX ID: _____

FEDERAL TAX ID: _____

NAME OF PROPOSER: _____

ADDRESS: _____

PHONE: _____ FAX: _____

APPENDIX B. Proposer Guarantees

- A. The Proposer certifies it can and will provide and make available, at a minimum, all services set forth in Section III. Nature of Services Required.
- B. Proposer warrants that it is willing and able to comply with State of Arizona laws with respect to foreign (non-State of Arizona) corporations.
- C. Proposer warrants that all information provided in connection with this proposal is true and accurate.
- D. Proposer warrants the following by indicating yes or no to the following questions:

Yes	No	#	
		1.	Has the City of Kingman or other governmental entity incurred costs as a result of contested change order(s) from the Proposer?
		2.	Has the City of Kingman or other governmental entity been involved in litigation relative to contract performance with the Proposer?
		3.	Has the Proposer failed to perform or performed unsatisfactory in two or more contracts within a thirty-six month period?
		4.	Has the Proposer been convicted of a criminal offense within a ten-year period of embezzlement, theft, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which might affect responsibility as a municipal contractor?
		5.	Does the Proposer have adequate equipment, personnel and expertise to complete the proposed contract?

If you answered “yes” to Items 1-4 or answered “no” to Item 5, please attach a full explanation to this questionnaire.

Signature of Official: _____

Name (Typed): _____

Title: _____

Proposer: _____

Proposer FEI Number: _____

Date: _____

APPENDIX C. References

1. Agency/Company: _____
City/Sate/Phone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

2. Agency/Company: _____
City/Sate/Phone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

3. Agency/Company: _____
City/Sate/Phone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

4. Agency/Company: _____
City/Sate/Phone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

5. Agency/Company: _____
City/Sate/Phone: _____
Email: _____ Contact Person: _____
Work Performed & When: _____

Name of Proposer: _____

APPENDIX D. Cost Summary Proposal

All-Inclusive List of Fees

Fee Type	Upfront (1st Year Costs)	On-Going Costs (Years 2-5)
Software License	\$	\$
Implementation Fees	\$	\$
Training Fees	\$	\$
Maintenance Costs	\$	\$
Hosting Fees (if applicable)	\$	\$
Interface Fees (if applicable)	\$	\$
Other Fees (describe)	\$	\$
Other Fees (describe)	\$	\$
Total of All Fees	\$	\$

Please provide additional information on any area that will impact our upfront and ongoing costs. Use additional pages as needed.

Company Name

Date

Contact Name

Title

Signature of Authorized Party