



CITY OF KINGMAN

Request for Proposal

PROCESS MANAGEMENT SOFTWARE SYSTEM

KFD21-001

CONTACT PERSON

Jake Rhoades, Fire Chief
(928) 753-2891

jrhoades@cityofkingman.gov

Release Date: February 16, 2021

Proposal Due Date: April 22, 2021

PLEASE NOTE: IF RFQ 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 – Process Management Software System

1. INTRODUCTION.....	2
2. INSTRUCTIONS TO PROPOSER	3
3. NATURE OF SERVICES REQUIRED.....	7
4. PROPOSAL REQUIREMENTS	14
5. EVALUATION PROCEDURES.....	22
6. PROPOSER GUARANTEES AND WARRANTIES	26
7. APPENDIX.....	28

1. INTRODUCTION

A. General Information

The City of Kingman (City) is a community of 31,013 located on historic Route 66 in northwest Arizona and is experiencing significant growth in its residential, commercial and undeveloped properties. To help meet the administrative challenges presented by these opportunities, City staff is interested in enhancing functionality for its citizens and contractors and increasing efficiency. The City is soliciting a Request for Proposal from qualified vendors to provide a comprehensive, fully integrated, permitting, project management, land management and business/animal licensing software to provide workflow automation and tracking services for permits, inspections, and licenses. Online and mobile functionality is a requirement in order to provide citizens and contractors a portal and access as well as functionality that will allow field staff to directly access and edit permits and inspections.

Sealed Proposals will be received at the City of Kingman, 310 North Fourth Street, Kingman, Arizona 86401, until 3:00 P.M., Arizona time, April 22, 2021. 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 and shall be marked: “SEALED RFP – “PROCESS MANAGEMENT SOFTWARE SYSTEM” and shall contain one (1) original and five (5) copies of the proposal as well as provide one (1) USB drive that contains the documentation included in the original bid in a pdf format. The City anticipates selecting a firm and awarding a contract by July 30, 2021.

During the evaluation process, the City of Kingman reserves the right, where it may serve the City’s best interest, to request additional information or clarifications from proposers. At the discretion of the City of Kingman, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

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 firm 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 firm selected.

2. INSTRUCTIONS TO PROPOSER

A. 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 outline as shown in this solicitation. Failure to complete all required forms and or service solutions as requested may result in the RFP being rejected as non-responsive. Proposer must submit one (1) original and five (5) copies of the RFP document as well as provide one (1) USB drive that contains the documentation included in the original bid in a pdf format.

1. Unsigned proposals will be considered non-responsive and will be rejected.
2. Erasures, interlineations or other modifications in the RFP must be initialed by a duly authorized proposer representative and must be the same person that signs the proposer(s) proposal.
3. In case of error in the extension of prices in the RFP, the unit price will govern. No RFP shall be altered, amended or withdrawn after the specified RFP closing date and time.
4. It is the responsibility of the Proposer to examine the entire RFP package and seek clarification of any item, service or requirement that may not be clear and to check Proposer responses for accuracy before submitting an RFP.
5. City of Kingman reserves the right to accept or reject any or all RFPs or any part thereof and waive informalities deemed in the best interest of the City.

B. RFP Requirements.

The following documents and or forms must be completed, signed and submitted with the proposer's offer to be responsive and must include, but not limited to, the **PROPOSER SIGNATURE PAGE, PROPOSER SUBMITTED RESPONSE, PROPOSER GUARANTEES AND WARRANTIES.** RFPs must be signed by a duly authorized representative of the Proposer. If an RFP 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 RFP or the RFP will be rejected. FAILURE TO SIGN AND SUBMIT THE **PROPOSER SIGNATURE PAGE** SHALL RESULT IN REJECTION OF THE RFP.

C. 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 or drawings MAY RESULT IN RFP 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.

D. Periods of Time.

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

E. RFP Withdrawal.

Any RFP 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 RFPs are received signed by a duly authorized representative of Proposer. All RFPs shall be irrevocable for one hundred twenty (120) calendar days from the day of RFP closing.

F. Addenda.

All addenda shall be issued no later than five (5) business days prior to the RFP closing.

G. Addenda Acknowledgement.

Receipt of RFP addenda must be acknowledged by signing and returning the appropriate procurement document and acknowledging receipt on the proposal form.

H. Documents are Public Records.

All documents, reports, 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 RFP.

Late RFPs will not be opened or considered under any circumstances. Late RFP Notification will be sent to proposer.

K. Rejection of RFPs.

The City reserves the right to reject all RFPs or to cancel award of the Contract at any time before execution of the Contract by both parties if rejection of all RFPs or cancellation of the award 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 RFP and Contract negotiations.

The City reserves the right to waive technical defects, discrepancies and minor irregularities in a RFP. The City reserves the right to re-seal any RFP that was opened prematurely. The City has determined this event as a minor irregularity and if it does occur, the Financial Services 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 in its sole discretion. RFPs

may be rejected if there is any alteration of the RFP form, additions not called for, conditional RFPs, incomplete RFPs, or irregularities of any kind. The City reserves the right to reject any RFP not in compliance with the RFP documents, or prescribed public proposal procedures and requirements. Written notice of rejection of all RFPs shall be sent to all Proposers. ALL UNSIGNED RFPs SHALL BE REJECTED.

L. Collusion.

Upon evidence that collusion exists among Proposers, none of the RFPs of participants in such collusion will be considered. All involved RFPs shall be rejected. RFPs 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 RFP.**

M. Contract Award.

Contract negotiations will proceed immediately after a recommendation for award is made to the highest ranked responsive, responsible Proposer. 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 statement 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 statement of work. Should contract negotiations be unsuccessful with the highest-ranking proposer, then negotiations will be terminated with that firm 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.

City reserves the right to award the RFP to a primary and an alternate Proposer for the same RFP item or service. The alternate Proposer will be used when the primary Proposer is unable to provide the materials and/or service when required, or when such action will provide the lowest final cost to the City.

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

Awards will be made with reasonable promptness by the City Council to the proposer(s) who's RFP(s) is determined to be responsive and responsible that best conforms to the Request for Proposals and will be the most advantageous to the City.

A Contract is formed when the City of Kingman gives written Notice of Award(s) to the successful Proposer(s) and executes a City of Kingman Services Contract. All Request for Proposals documents, including but not limited to the specifications, statement of work, terms and conditions, become the Contract and is extended to every Purchase Order, Notice to Proceed letter used on single or multiple project phases contained in the submitted offer and agreed upon by both parties. The delivery or furnishing of any of the RFP items or service cannot commence until a Contract is duly and properly executed and certificate of insurance 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 – Process Management Software System

City of Kingman
Attn: Annie Meredith, City Clerk
310 N. Fourth Street
Kingman, AZ 86401

P. Notice of Award.

Official Notice of Award, if any, shall be sent in the form of an “Award Letter” and shall be signed by the duly authorized City of Kingman Official.

Q. Vendor Registration and IRS Form.

Prior to the execution of a Contract, the successful Proposer must properly fill out and complete a City Vendor Registration and IRS W-9 Form and file the documents with the City's Finance Department.

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 RFP 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 Proposals 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 firm's principal contact with the City of Kingman will be Chris Young, Community Development Manager, Kingman Fire Department, 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. Vendors that directly contact employees risk elimination.

3. NATURE OF SERVICES REQUIRED

A. General

The City of Kingman is requesting proposals from qualified firms to implement a comprehensive proposal for an industry leading, global process management software system.

The City is interested in solutions that work seamlessly with our existing infrastructure and investments.

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 TrackIt, to manage functions of its operations across multiple departments. The City wishes to reduce the number of platforms used and is seeking a company/firm that can provide an efficient, cost-effective, common platform to serve its needs. The software shall contain the following functions:

- a. Permit
- b. Plan Review
- c. Project and Land Management
- d. Business and animal licensing
- e. Customer Relationship Management (CRM)

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 vendor
 - 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 vendor project management
 - h. Software maintenance and support services to include a support call center

2. The vendor must provide free unlimited training and support throughout the life of the

contract at no additional cost.

3. The vendor must provide unlimited users at no additional cost
4. The vendor will provide software 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 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. Provide the ability to issue, track and renew business and animal 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 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 Munis for financial reporting. Payment files must be in a file format that is compatible with Munis.
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.
29. Vendor 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 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. 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?

17. 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	

18. 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. Vendor 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 the RFP. Examples of completed projects, as current as possible should be submitted.
3. Provide current reference information for at least five (5) current clients. 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 Munis for their financial reporting software.
5. Provide the number of Trak-It conversions implemented.
6. Provide any additional experiences that would be relevant.

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

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 vendor’s training services.
6. Does the vendor 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 vendor 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 if there are 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.
 1. 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.
 2. 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 vendor’s anticipated annual maintenance increases for the proposed system?
5. What incentives/savings does the vendor offer for pre-paid maintenance for this project?
6. Does the vendor 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 vendor provide maintenance for that release?
9. Does the vendor 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 vendor provide an online educational database? If so, describe.
12. How long will the vendor commit to supporting the proposed system?
13. If the vendor were to be acquired, would the vendor guarantee the system’s continuation or length of contract?

4. PROPOSAL REQUIREMENTS

A. Technical Proposal

1. General Requirements

The purpose of the technical proposal is to demonstrate the qualifications, competence and capacity of the firms 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 firm 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 proposals. 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 firm should also list and describe the firm'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 firm shall give the City of Kingman written notice of any professional relationships entered into during the period of this agreement.

3. Schedule

Provide a schedule to accomplish the scope outlined, including items addressed in the Implementation Section of this RFP.

B. Cost Proposal

Provide a cost proposal 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. List of one-time costs and fees. Itemize where possible. This list should be detailed in listing and describing services and the corresponding fees.
2. List any recurring costs or fees and again be as detailed as possible.
3. Identify any other options that are not included in the basic costs but are offered by the vendor.

C. Functionality

Please complete the following tables using the legend below:

S = Standard functionality out-of-the-box or meets requirement fully

M = Modification required (i.e. standard script or other work-around)

C = Requires 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 Requirements					
"Read-only" licenses are available for users that will not be creating or editing data without additional licensing costs.					
System must be Web-Based allowing access to users in real-time both in the office and in the field.					
Users must be 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 must provide the ability to configure, add new fields, and 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 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 for a permit at the time of initial submission of an application.					
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 provides each staff member to have custom "dashboards" or summary of all specified permits and their statuses.					
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 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 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 vendor.					

System integrates license management system with fire inspection program, code enforcement and other agencies					
System Inspection program interfaces with all inspection divisions, building, fire, public works, code enforcement					
System provides a centralized calendar for scheduling inspections.					
System allows for integration of engineering inspections					
System allows inspection to be added, removed, or rescheduled as needed.					
System allows multiple staff to be assigned to one complaint. For example, a complaint may involve the Fire Department for weeds and our Neighborhood Services for inoperable vehicles.					
System allows staff to markup plans electronically and email them to the customer.					
System tracks the different versions of submittals.					
System allows different files 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 vendor and offers an online payment portal for citizens					
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.					

5. EVALUATION PROCEDURES

A. Review of Proposals

The Evaluation Committee will review proposals. Each member of the Evaluation Committee will first evaluate each Technical Proposal based upon the criteria described below. The Evaluation Committee will then convene to review and discuss these evaluations. The City of Kingman reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

Evaluation Process for Written Response and Optional Oral Evaluation.

Each evaluator shall independently assign a score to each evaluation criterion based on the written proposals. Criteria scores will then be summed. If the City of Kingman does not elect to have an oral evaluation, the award will be given to the highest scoring proposal based on the written proposals.

If it is determined to be in the best interest of the City, an oral evaluation will be scheduled. The Proposers with the highest scores (not more than three (3)) will be invited to an oral evaluation with the evaluation committee. The same criteria used to evaluate the written proposals will be used to evaluate the finalists during the oral evaluation. No additions, deletions or substitutions may be made to proposals during the oral evaluations that cannot be viewed as clarification.

After the oral evaluation, each evaluator shall independently assign a score to each evaluation criterion and the criteria scores for the oral evaluation will be summed. The oral evaluation scores and the written evaluation scores will be summed resulting in a final score. The highest scoring proposal will be recommended for an award.

The agency will consider the following in its evaluation:

- a) Pricing
- b) Proposal response
- c) Software capabilities
- d) Company profile
- e) Proposed services
- f) Warranty, maintenance, and support

Firms meeting the mandatory criteria will have their proposals evaluated for both technical qualifications and price. The following represent the principal selection criteria that will be considered during the evaluation process. Advantageous proposals will be evaluated based on the bidder'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.
2. Vendor's experience with similar customers and similar projects.
3. Overall feedback from customer references on vendor'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 firm's past experience and performance on comparable government engagements.
 - ii. The local office of the firm's municipal auditing experience and expertise.
 - iii. The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm'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 audit to the lowest proposer in that group.

C. Bid Submissions

Bidders shall be solely responsible for the delivery of their bids in the manner and time prescribed.

Prior to bid submission, bidders shall carefully examine the Plans, read the Specifications, Special Provisions and these Contract Documents, visit the site of the work, fully inform themselves as to all existing conditions and limitations, and shall consider those conditions and limitations in the preparation of their bid.

Bids shall be properly executed on the Proposal and forms provided. Numbers shall be stated in figures where so required. The completed forms shall be without interlineations, alterations or erasures. Bids shall not contain any recapitulations of the work to be done.

Each bidder shall submit one copy of the executed bid documents on the Proposal and forms provided, signed and sealed with the required security, clearly identified with the bidder’s name, address, and phone numbers; project name and project number KFD21-001; and City of Kingman’s name on the outside. The Specification Booklet does not need to be turned in with the bid.

A tabulation of all submitted bids will be available for review following bid opening.

D. EVALUATION CRITERIA SCHEDULE

The proposal’s maximum total is 200 points. The following schedule of criteria and points scoring will be used to evaluate the proposal(s):

CRITERIA SCHEDULE		
Item	Description	Points
1.	The firm's municipal experience and expertise.	30
2.	The quality of the firm's professional and support personnel to be assigned to the engagement.	30
3.	Firm’s ability to provide additional professional services to City of Kingman.	20
4.	Description of maintenance and support response.	20
5.	Proposal response	20
6.	Software quality and capabilities.	30
7.	Procedures followed in technical review reports prior to issuance.	20

8.	Price.	30
	Total Points:	200

E. Offer Acceptance

The contract will be awarded to the lowest responsive, responsible bidder as determined by the lowest Total Bid, who 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 bid amount.

The successful bidder will be required to execute the Contract, Contractor’s Performance Bond, Payment Bond and Certificates of Insurance within ten (10) calendar days after formal Contract Award. The contractor will be responsible for the costs to secure the Performance and Payment Bonds. No separate payment will be made to the contractor by the City for these items.

PROPOSAL SUBMITTED BY:

NAME/TITLE: _____

SIGNATURE: _____

ARIZONA TAX ID: _____

FEDERAL TAX ID: _____

NAME OF FIRM: _____

ADDRESS: _____

PHONE: _____ FAX: _____

