CITY OF CHATTANOOGA PURCHASING DEPARTMENT 101 EAST 11th STREET, CITY HALL, SUITE G-13 CHATTANOOGA, TENNESSEE 37402

Request for Proposal No.: 192387 Ordering Dept.: Economic and Community Development/Land Development Office Buyer: Deidre Keylon; e-mail: dmkeylon@chattanooga.gov (NO E-MAILED PROPOSALS ACCEPTED) Phone No.: 423-643-7231; Fax No.: 423-643-7244 **********************************
Products or Services Being Purchased: LDO Permitting Process Review Services
SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN 4:00 P.M. E.S.T. ON DECEMBER 19, 2019 ALL QUESTIONS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN 4:00 P.M. E.S.T. ON NOVEMBER 27, 2019 ***********************************
The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City. The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin. The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable: http://www.chattanooga.gov/images/City_of_Chattanooga Standard_Terms_and_Conditions_Revised_7.18.2018.pdf ***********************************
NOTE: ALL PROPOSALS MUST BE SIGNED. All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated within Offeror's proposal.
PLEASE PROVIDE THE FOLLOWING:
Company Name:
Mailing Address:(for this line, please complete the Supplier Information Form)
City & Zip Code:(for this line, please complete the Supplier Information Form)
Phone/Toll-Free No.:(for this line, please complete the Supplier Information Form)
Fax No.:(for this line, please complete the Supplier Information Form)
Contact Person for RFP:

COMPLETED COVER PAGE MUST BE RETURNED WITH PROPOSAL

E-Mail Address for all RFP communications:

City of Chattanooga, Tennessee Department of Economic and Community Development



Request for Proposals

Land Development Office (LDO)

Permitting Process Review Services

Purpose of RFP

The City of Chattanooga, hereinafter called "City", is requesting qualified individuals or firms to submit Formal Proposals for the review of the Land Development Office (LDO) permitting process and determine where improvements can be made to enhance customer (Citizen) satisfaction, improve employee productivity, and create an efficient permitting process.

The City's LDO processed over 10,761 permits in 2017 and 10,889 permits in 2018. This complex process involves multiple departments and various technical experts who are responsible for reviewing pre-submittal plans and making suggestions for improvements prior to submittal. Applications for permits, once submitted for review, undergo rigorous evaluation and can result in multiple conservations with developers, contractors, architects, and engineers regarding compliance with City Code as well as state and federal compliance.

The City is seeking a professional organization to review our current process and provide recommendations for ergonomic and other improvements that will result in an overall significantly improved process.

***This project will run concurrently with a Chattanooga-Hamilton County Regional Zoning Code Assessment project. The projects are complementary and will require some coordination regarding stakeholder input and recommendations. ***

Scope of Services

The scope of work for this RFP will include, but not be limited to the following items:

- 1. Successful awardee will develop a plan of action that clearly identifies goals and objectives of the review process and a timeline for implementation.
- 2. Successful awardee will interview responsible administrators, directors, managers, and staff responsible for the permitting function to better understand the current process.
- Successful awardee will assess the major elements of the City's development review system (zoning, subdivision, land disturbing, building permit) and how it compares to other peer Cities to identify efficiency opportunities and improve alignment with the market-driven land development process.
- 4. Successful awardee will interview interest groups (Homebuilders Association of Greater Chattanooga, Associated General Contractors, etc.) for perspective from their point of view regarding improvements in customer service and the overall permitting process.

- 5. Successful awardee will be tasked with working in conjunction with an ongoing Regional Planning Agency (RPA) review of all Zoning Codes to determine what/if zoning code changes will impact permitting.
- 6. Successful awardee will provide short-term improvements that can be implemented immediately as well as long-term improvements. Additionally, the City seeks a process that will allow for ongoing internal process review and improvement (standard operating procedures for review and improvement).
- 7. Successful awardee will identify inefficiencies in process.
- 8. Successful awardee will identify factors other than increasing staff that would have an impact on permitting process. For example: Low cost, low barrier.
- 9. Successful awardee will identify areas in need of staff training and / or opportunity to educate the public on existing process and how to navigate it.
- 10. All proposals need to provide a narrative summary of the overall benefits their proposal would offer to the citizens of Chattanooga.
- 11. All proposals need to address multiple pathways that a customer could take. BOZA, Land Distributing, Plumbing, etc...
- 12. Successful awardee must work with City to develop timeline and deliverables during contract formation and before contract signing.

Performance Location(s):

The Land Development Office expects much of the project coordination to occur via conference call. In-person/local meetings may be held at the Development Resource Center, 1250 Market Street, Chattanooga, TN 37402, or elsewhere in the city of Chattanooga.

CONTRACT TERM

Any blanket contract resulting from this RFP is expected to be for a duration of one (1) year with two (2) optional one (1) year renewals.

PROPOSED COMPENSATION

Please provide your complete cost summary, all inclusive. In addition, please create a detailed table, complete with line items, to serve as a fee schedule. If there are any variable or obscure fees, please present a reliable basis upon which our fees can be

predicted, such as a range from minimum to maximum, a cost per unit of time, a cost per printed copy, or other item and unit of measurement. If any fees are to be paid periodically as work is done, please make us aware of your preference for payment and state the deliverable upon which we would base the readiness for payment at each increment.

RFP PROCESS

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements.

<u>Proposals not meeting minimum requirements may not receive further consideration</u>. The City, at its sole judgment will determine if a proposal is viable.

For a list of required submission materials, see the CHECKLIST OF REQUIRED SUBMISSION MATERIALS.

Proposals missing required submission materials generally will not receive further consideration.

Proposal Evaluation

Viable proposals will be evaluated by an Evaluation Committee.

Evaluation Committee

A committee consisting of individuals selected by the City will receive and evaluate all viable Proposals. Each Proposal will be awarded a maximum of 5 points based on the evaluation criteria.

A Proposer may be selected based solely on evaluation of viable written Proposals. The City reserves the right to determine whether or not a Proposer can be selected based solely on the viable

written Proposals submitted.

Selection of Finalist(s) and Formal Presentations

In the event that a Recommended Awardee cannot be selected solely on the Proposals submitted, the City may invite any number of qualified firms for formal presentations. Selection of Proposers for Finalist formal presentations (if any) and for contract negotiations will be determined based on an objective evaluation of the criteria listed above. Formal presentations provide an opportunity for clarification of the proposal submitted and an opportunity to ensure that a thorough, mutual understanding exists. A presentation may not be required, and therefore, **complete information must be submitted with a proposer's proposal**.

The Evaluation Team may revise the initial scores based upon clarification of proposal(s) received in this phase. If your company is invited to give a presentation, the offered dates may not be flexible. After review of the proposals and formal presentations (if any), the Evaluation Team will make a recommendation. The City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City may select the highest ranked Offeror(s) as finalist(s) if it is in the best interest of the City. The City may negotiate an agreement.

The City reserves the right to invite any number of Proposers if the quality of the Proposal(s) so merit(s) or other circumstances justify doing so.

Presentation costs are not compensable.

Selection of Awardee(s)

After review of the Proposals by the Evaluation Committee and after Formal Presentations, if any occur, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked finalist(s) or the proposal(s) that is(are) in the best interest of the City to negotiate agreement.

Evaluation Criteria and Scoring

In preparing responses, Proposers should describe in detail how they propose to be the best possible Agent for the City.

The minimum categorical criteria that will be applied to the proposal information, in order to assist the City in selecting the most qualified proposer for the contract, are as follows:

• 80 percent: Competence and Approach

- 50 percent: Competence to Perform the Scope of Work
- 30 percent: Approach to the Scope of Work

Includes an understanding of the RFP, the Scope of Work, and knowledge of applicable laws and regulations related to the scope of work.

• 15 percent: Qualifications, Experience, Reference Projects, and References

Includes the ability to provide the requested scope of services, financial capacity, and experience, including that of conducting work of a similar scope for a region of similar size.

• 5 percent: Price Proposal (Price/Cost/Value)

Selection of Proposals for any reason will be determined based on an objective evaluation of the criteria listed above.

Tentative Timeline for RFP

The following represents a tentative outline of the process currently anticipated by the City:

Written Questions Deadline

• Sealed Proposals Due

Evaluation and Contract Award Period

Contract Execution (if anv)

November 27, 2019, 4:00 pm, est December 19, 2019, 4:00 pm, est

December/January, 2020 February, 2020, or later

GENERAL INSTRUCTIONS TO PROPOSERS

Sealed Proposals must be submitted in the format specified in this document for time-stamping to the Purchasing Division, City of Chattanooga, by **no later than 4:00 p.m., e.s.t., on December 19, 2019**, to the attention of:

City of Chattanooga/Purchasing 101 East 11th Street, Suite G13 Chattanooga, TN 37402 Phone: (423) 643-7231

Late or misdirected proposals shall be rejected and offered for return at the expense of the Offeror. Postmarks are not accepted. E-mailed proposals are not accepted. Incomplete proposals are not accepted.

REQUESTS FOR INFORMATION/QUESTIONS

All questions, and requests for information or clarification must be submitted <u>in writing</u> as specified here, and will be accepted <u>until 4:00 pm, est, on November 27, 2019</u>, and shall be sent to:

Preferred method: email to rfp@chattanooga.gov with Subject line reading: QUESTION: RFP No. 192387 LDO Permitting Process Review Services

Alternative method: mail or fax with clear marking on outside of package or cover sheet QUESTION: RFP No. 192387 LDO Permitting Process Review Services

City of Chattanooga Purchasing Division 101 East 11th Street, Suite G13 Chattanooga, TN 37402 Phone: (423) 643-7231

Fax: (423) 643-7244

Questions will be answered by Addendum to be posted to

http://www.chattanooga.gov/purchasing/bidssolicitations as soon as possible after the deadline for questions.

Communication During The Entire RFP Process Until a Contract Is Issued

Any communication concerning this RFP must be conducted exclusively with the Purchasing Division Buyer named until the evaluation and award process has been completed. Failure to honor this request will be negatively viewed in the selection process and can result in elimination of the proposal.

Number of Copies and Format

Proposer shall submit three (3) complete copies of the proposal as follows: **one (1) original - unbound**; **one (1) copy - bound**; **and one (1) electronic copy in PDF format** on a flash drive or jump drive. Discs will not be accepted. All proposals shall be submitted in a sealed, non-transparent envelope or box clearly labelled with the issuer's name, address, and phone number, and "RFP No. 192387 LDO Permitting Process Review Services" on the label or outside of box or envelope.

ALL COPIES MUST BE COMPLETE AND IDENTICAL TO THE ORIGINAL, INCLUDING COPIES OF SIGNATURES, NOTARY STAMPS, ETC.

<u>Detailed Technical Proposals</u>

Complete technical submittals shall be submitted with the Proposal. These technical submittals shall describe in detail how the Proposer complies with each specification requirement of the RFP. Any deviations from the specifications shall be noted.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the Proposer, shall be included in the Proposal.

Proposer-Supplied Materials

Any material submitted by a Proposer shall become the property of the City unless otherwise requested at the time of submission. Any firm submitting a proposal should assume the information included in the proposal is subject to the Open Records / Freedom of Information Act.

Incurred Costs

The City shall not be liable for any cost incurred by the proposer prior to the issuance of a contract purchase agreement and will not pay for the information solicited or obtained. Proposer shall not include or integrate any such expense as part of its proposal.

Economy of Preparation

Proposals shall be prepared simply and economically. Proposals shall provide a straightforward and concise proposal description. Emphasis shall be placed on clarity and content.

Proposal Withdrawal Procedure

A Proposal may be withdrawn at any time until the date and time set above for opening of proposals. Any proposal not so withdrawn shall, upon opening, constitute an irrevocable offer to provide the specifications set forth in the proposal, until the successful proposal(s) is/are accepted and a contract has been executed between the City and the successful Proposer(s).

Proposal Expiration

A Proposal shall be valid for four (4) months from the RFP due date. A proposal that is accepted by award will be incorporated into the contract.

General Reservation of City Rights

The City of Chattanooga may contact any firm for the purpose of obtaining additional information or clarification.

General Terms

Any contract resulting from this Request for Proposal will be subject to the City of Chattanooga's Standard Terms and Conditions posted at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

Exceptions to City of Chattanooga Standard Terms and Conditions

Label a separate response section detailing any exceptions to the (a) RFP and/or to the (b) City of Chattanooga Standard Terms and Conditions as posted at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

The City of Chattanooga Standard Terms and Conditions will apply to any agreement resulting from this solicitation. Only exceptions that are specified within a solicitation response submission packet will be considered for potential negotiation by the City. Negotiation is not guaranteed.

Format Required: Please isolate and reference the specific Section of the City of Chattanooga

Standard Terms and Conditions to which an exception is taken, and provide alternative language for that specific section. Please do not simply provide a full replacement Terms and Conditions document.

Failure to include any desired exceptions within a solicitation response submission packet may result in disqualification of a solicitation response.

Failure to include any desired exceptions in the format required may result in disqualification of a solicitation response.

Solicitation preparation costs are not compensable.

Contract Administration Activity

The Proposer will be expected to provide periodic reporting and/or attend Contract Administration meetings as described in this document or as otherwise required by the City Purchasing Division.

CHECKLIST OF REQUIRED SUBMISSION MATERIALS:

Upon opening, proposals will be examined for the presence of these required materials and may be rejected if all items, completed as asked, are not included:

- Sealed Envelope or Box exterior surface MUST be labelled with "RFP 192387
 LDO Permitting Process Review Services" and proposer name, address, and phone #
- 2. Complete Proposal Response Narrative must address Scope of Work and Proposal Response portions of this document.
- 3. TABBED sections as follows:

TAB 1 Firm's Cover Letter, Signed by Authorized Person

TAB 2 Any and all exceptions to the RFP and/or City of Chattanooga Standard Terms & Conditions; MUST be submitted with response to be considered

TAB 3 PROPOSAL RESPONSE NARRATIVE

TAB 4 Pricing/Proposal Cost Summary

TAB 5 ALL Forms below under #4:

4. Completed, dated, and signed forms that MUST be present with submittal:

Completed and signed RFP cover page providing contact for RFP

Proposer Qualification Data Form

W-9

Supplier Information Form

Experience Reference Form(s)

Iran Divestment Act Form

Affirmative Action Plan Form

No Contact/No Advocacy Affidavit

Any and <u>all</u> signed **Addenda cover pages** from Addenda documents posted to <u>www.chattanooga.gov</u>, then Bids Solicitations, related to this solicitation item. <u>These postings may occur up to 48 hours before the RFP due date/time</u>. For addenda posted in the last ninety-six (96) hours before the due date/time, properly identified, signed <u>addenda cover pages</u> to accompany proposals that have already been shipped will be accepted by e-mail to <u>dmkeylon@chattanooga.gov</u>.

OMISSION OR INCOMPLETE SUBMISSION OF ANY REQUIRED FORMS MAY
RESULT IN THE DETERMINATION THAT THE PROPOSAL IS UNRESPONSIVE
AND

IN SUBSEQUENT REJECTION OF THE PROPOSAL.

PAYMENT OF SERVICES

- 1. The City will make payment according to the City's policies and procedures, after contract execution.
- 2. Invoices
 - a. Accurate and complete Invoices, with all backup documentation, shall be submitted to:

City of Chattanooga Attn: Accounts Payable Division 101 East 11th Street, Suite 101 Chattanooga, TN 37402 acctspayable@chattanooga.gov

Cc: mmccarthy@chattanooga.gov

- b. Contractor's Invoice must list a valid Email Address for billing questions and inquiries.
- c. Contractor's Invoice Date must minimally be the date that the Invoice is submitted to the City. The Invoice Date must not precede submission date, the Ship Date or Service Date.
- d. Invoice descriptions on transaction lines must match the Blanket Purchase Order transaction line items, and must reference the corresponding transaction line number. The Contractor shall not invoice the City for any item that does not correspond to a line on the Purchase Order.
- e. Invoices to the City shall reference the Purchase Order number.
- f. Invoices must be received by the City within two (2) weeks of the completed quoted work, with emphasis on earlier submission.
- g. Any Contractor invoice that is incomplete, inaccurate, or otherwise unable to be processed will not be considered valid or procedurally compliant.
- h. Revised Invoices must be clearly marked "Revised", and must reference the Invoice Number that it is replacing.

PROPOSER QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1.	Company Name of proposer (Please list official name, and any and all "doing business as" names, if any, associated with the company):
2.	Proposers federal tax identification number: (Attach Form
	W-9)
3.	The proposer is organized as a (specify type of entity, e.g. sole proprietor, partnership, for profit corporation, non-profit corporation, limited liability company, etc.)
4.	The date the proposer was organized in its current form:
5.	If a corporation or limited liability company, the state where it is formed:
6.	Is your company registered with the Tennessee Secretary of State? a. □ YES
	b. □ NO - Please explain
7.	How many years have you been engaged in the business described in this solicitation, under you present firm or trade name:
8.	Describe any pending plans to reorganize or merge your organization.

9.	Have you or any officers and/or directors of your company ever been debarred or government from consideration for the award of contracts?	suspended by a
	a. □ YES - Please list the contract party, and explain	_
		<u> </u>
	b. ¬NO	
10.	Have you or any officers and/or directors of your company ever been disqualified, or otherwise prevented from proposing on or completing any contract?	removed, sued,
	a. □ YES - Please list the contract party, and explain	
		_
	b. ¬NO	_
11.	Have you or any officers and/or directors of your company ever been charged damages on a contract?	l with liquidated
	a. □ YES - Please list the contract party, and explain	_
		_
	b. \square NO	_

City of Chattanooga Supplier Information Form



Business Name:				-
PO Address:				_
Remittance Address:				
If your business Tax Filing Status is Individual/Sole Propriet City of Chattanooga, you will be issued a 1099 Form for the you wish your document sent to if applicable:		한 사람들 없이 경우가 보면 얼마나 어린다니다.	- [Bulleting House of State 1987] (1987) (1987) (1987) (1987) (1987) (1987) (1987) (1987) (1987) (1987) (1987)	
1099 Address:				
Contact Name:				_
Primary Phone Number:				
Primary Fax Number:				_
Primary Email:				
Are you Providing: (Check All That Apply)				
Service		Construction		
Goods				
Both				
Vendor Type (Must be Marked-Check All That Apply)				
MBE-Minority Business Enterprise				
WBE-Woman Business Enterprise				
SDVBE-Service Disabled Vet Business Enterprise				
LGBTE-LGBT Business Enterprise				
None of the Above				
Preferred Payment Method				
Check				
ACH				
ACH-Please provide remittance notice email and complete Separate Cit	ty ACH Authori	zation Form:		
Authorized Representative Signature Print Name			Date	

Experience Reference Form

Bidder/Offeror:			
(Attach as many copies of this form as may be needed)			
Reference			
Name of Project:			
Location:			
Service Date Range:			
Firm Name for Contact Person:			
Name of Contact Person:			
Telephone Number for Contact Person:			
Email Address (required):			
Reference			
Name of Project:			
Location:			
Service Date Range:			
Firm Name for Contact Person:			
Name of Contact Person:			
Telephone Number for Contact Person:			
Fmail Address (required):			

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to § 12-12-106.

(SIGNED)	
(PRINTED NAME)	
(BUSINESS NAME)	
/DATE\	
(DATE)	

For more information, please contact the State of Tennessee Central Procurement Office,

https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-info
rmation-library.html

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

- 1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- 2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
- 3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- 4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
- d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
- 5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
- 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)	
(Title and Name of Company)	
(Date)	

No Contact/No Advocacy Affidavit

City of Chattanooga, Purchasing Division

State of	
State of County of	
says that:	igent name), being first duly sworn, deposes and
•	
(1) He/She is the owner, partner, officer, r	epresentative, or agent ofess name), the Submitter of the attached sealed .
(2) Submitter has taken notice, and will ab clauses:	(agent name) swears or affirms that the oide by the following No Contact and No Advocacy
NO CONTACT POLICY: After the posting of prohibited from directly or indirectly contacting concerning the subject matter of this solicitation.	ng any City of Chattanooga representative
· · ·	does not comply with the No Contact and No ejection or disqualification of its solicitation
Submitter Signature:	Printed Name:
	· -
Title:	