

Bedford County Department of Finance

**200 Dover Street, Suite 102
Shelbyville, TN 37160
(931) 685-2024 FAX (931) 680-1029**

Request for Proposal

Community Development Building Permit Software Solution Bid No. 21-20

The Bedford County Department of Finance is requesting proposals on a Community Development Building Permit Software Solution. **Sealed bids will be received until 2:00 p.m., Monday, April 12, 2021**, in the office of the Bedford County Department of Finance and will be opened publicly at that time. The Department of Finance reserves the right to reject any and all bids and waive any irregularities for the purpose of ensuring that the award given is in the best interest of Bedford County. Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.

GENERAL BID TERMS AND CONDITIONS

Proposals from all responsible bidders will be considered. To qualify as a responsible bidder, the proposal submitted must:

1. **Meet or exceed the minimum requirements specified.**
2. **Furnish all documents requested by the representative of the Bedford County Department of Finance prior to and following the bid opening.**
3. **Submit their completed bid prior to the bid opening date and time.**
4. **Have bid name and bid number placed on the outside lower left corner of the sealed envelope containing the bid form. (Facsimile bids will not be considered.)**

Award

A Purchase Order from the Bedford County Department of Finance will be issued to the successful bidder acknowledging the award. A copy of these terms and conditions, specifications and the vendor's proposal form will become a part of the purchase order.

Prospective bidders may contact Chris White, chris.white@bedfordcountyttn.gov, for any questions as to the specifications of the bid.

Lowest and/or best bid will be awarded.

Other Considerations

Bedford County Department of Finance reserves the right to purchase only those bid items and quantities that conform to overall budgetary, functional, and performance constraints.

The terms of this bid will be extended to other local government agencies, other municipalities, and Boards of Education. Bedford County is responsible only for purchases made and received by Bedford County.

Bedford County of Tennessee ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 26; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, sex or national origin.

INSTRUCTIONS TO BIDDERS

All Proposals are to be made on the Proposal Form provided. Bids must be delivered in hand or by a mail service in a sealed envelope marked on the outside lower left corner, Bid No. 21-20 Building Permit Software Solution. Bids will be received and opened at 2:00 p.m., Monday, April 12, 2021. Any bids received after the scheduled closing time for receipt of bids will be returned to the bidder unopened.

Proposals are to be made complete in every detail as required and called for by said Proposal Form. Proposals that are incomplete, conditional, contain irregularities of any kind, or which are not in accord with the Instructions to Bidders and Proposal Form furnished by the Department of Finance may be rejected as informal.

The submission of a proposal will signify that the Bidder has thoroughly familiarized himself with all conditions and that he fully understands what will be expected of the successful bidder.

The Department of Finance reserves the right to accept or reject in whole or in part any or all proposals submitted, without liability whatsoever, and waive informalities therein, if deemed by the Department of Finance in their best interest to do so.

Please complete the enclosed W-9 and return with bid.

GUIDELINES

Objective:

RFP for a cloud-based – rural county government focused, Community Development software solution, the purpose of which will be for the issuance of Zoning & Building Permits, the collection of Adequate Facilities Taxes and the Management (workflow) of Planning, Zoning, & Building Construction & Subdivision Development timelines.

Submission Guidelines:

Quotations shall identify relevant configuration models, administrative/client responsibilities, security protocols, required equipment (if applicable), support protocols, and a timeline from start to finish (go-live).

Pricing Guidelines:

Quotations shall state their price proposal in detail as to any up-front configuration, setup, or implementation fees & deposits; monthly or annual subscription rates, including, but not limited to annual maintenance fees.

PROPOSAL FORM

**TO: Bedford County Department of Finance
200 Dover Street, Suite 102
Shelbyville, Tennessee 37160**

Re: Bid No. 21-20

Gentlemen,

Having examined the specifications for **Community Development Building Permit Software Solution**, we (I) submit the following proposal:

Bid Price \$ _____

Annual Maintenance \$ _____

Company Name: _____

Mailing Address: _____

Signature and Title of bidder: _____

Email: _____

Telephone Number: _____

SOFTWARE BID SPECIFICATION SHEET

(TOTAL INTEGRATED SOFTWARE SOLUTION)

Section 1: Technical Requirements

	REQUIREMENT	RESPONSE	COMMENTS
A	GENERAL REQUIREMENTS		
1	System must be cloud-hosted Software-as-a-Service. Please describe hosting framework.		
2	System is accessible from any computer with a modern Internet browser.		
3	System is accessible from Android mobile devices.		
4	System is accessible from iOS mobile devices.		
B	SECURITY AND HOSTING REQUIREMENTS		
1	Data Center must be hosted in the U.S.		
2	System must be secured and backed up on a regular basis. Describe the cadence of these backups.		
3	System must have a minimum of 99.9% system availability and uptime. Provide your SLA.		
4	Data encryption at rest.		
5	Data encryption in transit.		
6	Client data must be segmented. Describe how the Bidder will ensure this.		
7	Bidder must have a continuity plan in place in case of a failure or attack.		
8	Bidder must have security features in place to protect against intrusion, data leaks, unauthorized user-level activity, and attacks. At minimum, Bidder must have firewalls, intrusion detection and vulnerability assessments.		
9	Describe your disaster recovery protocols.		

Section 2: Core Functional Requirements

#	REQUIREMENT	RESPONSE	COMMENTS
A	SYSTEM ADMINISTRATION		
1	System must allow for an unlimited number of users.		
2	System can display times from multiple time zones.		
3	Must support various user roles through Role-Based Access Control (RBAC).		

B DISPLAY & CUSTOMIZATION			
1	System must include dashboards that can be configured to individual users.		
2	Ability to configure customer definable rules-based workflows within the System.		
3	System must contain quick link shortcuts to application features.		
C PERMITTING			
1	Supports the configuration and management of multiple permit types in the system, including tax, fee, and penalty pay distributions to multiple different accounts.		
2	Provides the ability to accept plans electronically and save review comments to the application.		
3	Provides online and reporting capabilities of all plan review activities from permit issuance to project completion.		
4	Provides online and reporting capabilities of all plan review activities from permit issuance to project completion.		
5	Records and tracks expiration dates and conditions for specific permit types.		
6	Supports customizable permit workflows for each permit type.		
7	Provides electronic workflow notification for review and approval by multiple departments based on the permit type and related rules.		
8	Ability to see the location of permit requests on a map.		
9	Ability to create a permit from the Map view.		
D CODE ENFORCEMENT			
1	Ability to centrally track and manage case types, code violation activity and deadlines.		
2	Provides support for creating code enforcement complaints and cases in the field.		
3	Ability to initiate violations and generate notification letters by type of violation.		
4	Ability to link digital documents, photos and emails to complaints.		
5	Ability for citizens to submit violation complaints via citizen portal.		
6	System calculates fees associated with code violations.		
E INSPECTIONS			
1	Ability to allow inspector to view their own and		

	others' inspection/appointment schedules.		
2	Ability to attach notes, photos and video to the inspection record.		
3	Provides ability to request an inspection through the citizen portal.		
4	Track both routine and periodic inspections of buildings and properties.		
5	On application acceptance, generates a workflow notification for internal stakeholders that inspections will be requested by the applicant.		
6	Ability to attach appropriate inspections to a Permit when the permit record is created		
7	Supports checklists with each inspection category or type.		
8	Ability for inspectors to make correction notes in the field.		
F	CONFIGURATION / IMPLEMENTATION/TRAINING		
1	Provides project management from onset to "go live".		
2	Provides detailed planning & analysis to establish overall configuration approach.		
3	Provides specific configuration & modeling work both in-person and via teleconference. Provides a complete configuration plan prior to start including but not limited to: <ul style="list-style-type: none"> a. User Rights b. Departments c. Distribution Groups d. Inspection Qualifications e. Security Groups f. Jurisdiction configuration g. Contractor license information mgt. h. Inspection scheduling information mgt. i. Receipt/transaction information mgt. j. Parcel and/or address information mgt. k. Administration processing rules l. Inspection actions, accounts, and intervals 		
4	Provides validation testing by client prior to completion.		
5	Provides personalized training for staff		
6	Provides weekly configuration status report		
7	Templates for permitting, licensing, code enforcement and recurring inspections.		
8	Configuration of GL Accounts and Fee Codes		
9	Configuration of Parcel Connector to GIS (Map) Interface		

10	Configuration of Financial Connector and setup.		
11	Configuration of Merchant Service Connector and Setup (3 rd Party Payment Gateways)		
G	<u>CITIZEN PORTAL</u>		
1	Provides online self-service for submission of plans, payment of fees, look-up of parcel data, status of permits and applications, renewal of permits, ordering of new business listing reports, scheduling of inspections, etc.		
2	Ability to provide workflow to identify and communicate benchmarks to applicants.		
3	Allows customers to pay fees online via customer portal.		
4	Allows customers to schedule an inspection on the customer portal.		
5	Allows customers to upload documentation online via the customer portal.		
6	Provides automated annual renewal notification based on the anniversary date of the license issuance.		
7	Allows applicants to modify existing application and/or documents.		
H	<u>MOBILE APP</u>		
1	Ability to view electronic documents, such as building plans, on mobile devices.		
2	Ability to view, schedule and modify inspections and record notes in the field from mobile devices.		
3	Ability to take photographs with the mobile device and have the pictures automatically attach to the corresponding item.		
4	Ability to retrieve data in the field by searching any parameter, including permit number, contractor, address, assessor parcel numbers, etc.		
5	Ability to email and/or print inspection results from the field.		
6	Ability to store data in online and offline modes, as necessary.		
7	Mobile app must be commercially available in both iOS and Android.		
8	Ability to employ drop-down menus for common inspection results and to add additional comments in the field.		
9	Ability to cache data so inspectors/code officials may work offline, then sync data to the back-office when connectivity has been restored.		
I	<u>INTEGRATIONS</u>		

1	Bluebeam		
2	ESRI		
3	Laserfiche		
4	PCI compliant payment gateway		
1	REPORTING		
1	Generates required reports and provide flexible ad hoc query and reporting tools that are intuitive to users.		
2	Provides comprehensive search ability.		
3	Dashboard with customizable views for internal users.		
4	System can provide report format flexibility (e.g. capable to produce reports in .pdf, Excel, and other standard formats).		

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ► _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions. Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

*Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.*

Social security number

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or

Employer identification number

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Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ►

Date ►

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (Interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.*