



Request for Qualifications

Permitting and Inspections System

"The mission of the City of Pittsburg is to provide superior services, facilities, and activities for all citizens utilizing guiding principles of integrity, consideration, advancement, professionalism, and commitment."

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City of Pittsburg

Pittsburg is the largest city in southeast Kansas, and a major manufacturing hub in the four-state region. It has a population of over twenty thousand permanent and over six thousand student residents, is considered a regional center for education, and serves as the headquarters for several national-footprint corporations. Pittsburg was incorporated in 1876, and its early history was heavily influenced by mining and related activity. Pittsburg currently enjoys a broad economic base that includes businesses across the manufacturing, service, and retail sectors. The city is also home to highly-regarded Pittsburg State University, offering over a hundred academic programs. As the regional healthcare hub, Pittsburg is home to two major medical complexes.

Pittsburg is a professionally managed city with a Manager/Commission form of government where three of five Commissioners are elected on a rotating schedule every two years. The Mayor is selected among the Commissioners and serves one year. It is a full-service home rule city providing police, fire, water, sewer, street and traffic, airport, and parks and recreation services to its citizens. It employed 295 FTE positions in 2019. It has a stable, diverse and balanced revenue base drawing primarily on property, sales and franchise taxes and intergovernmental and utility revenue. It has a healthy AA- bond rating and a strong internal financial position.

Project Overview and Environment

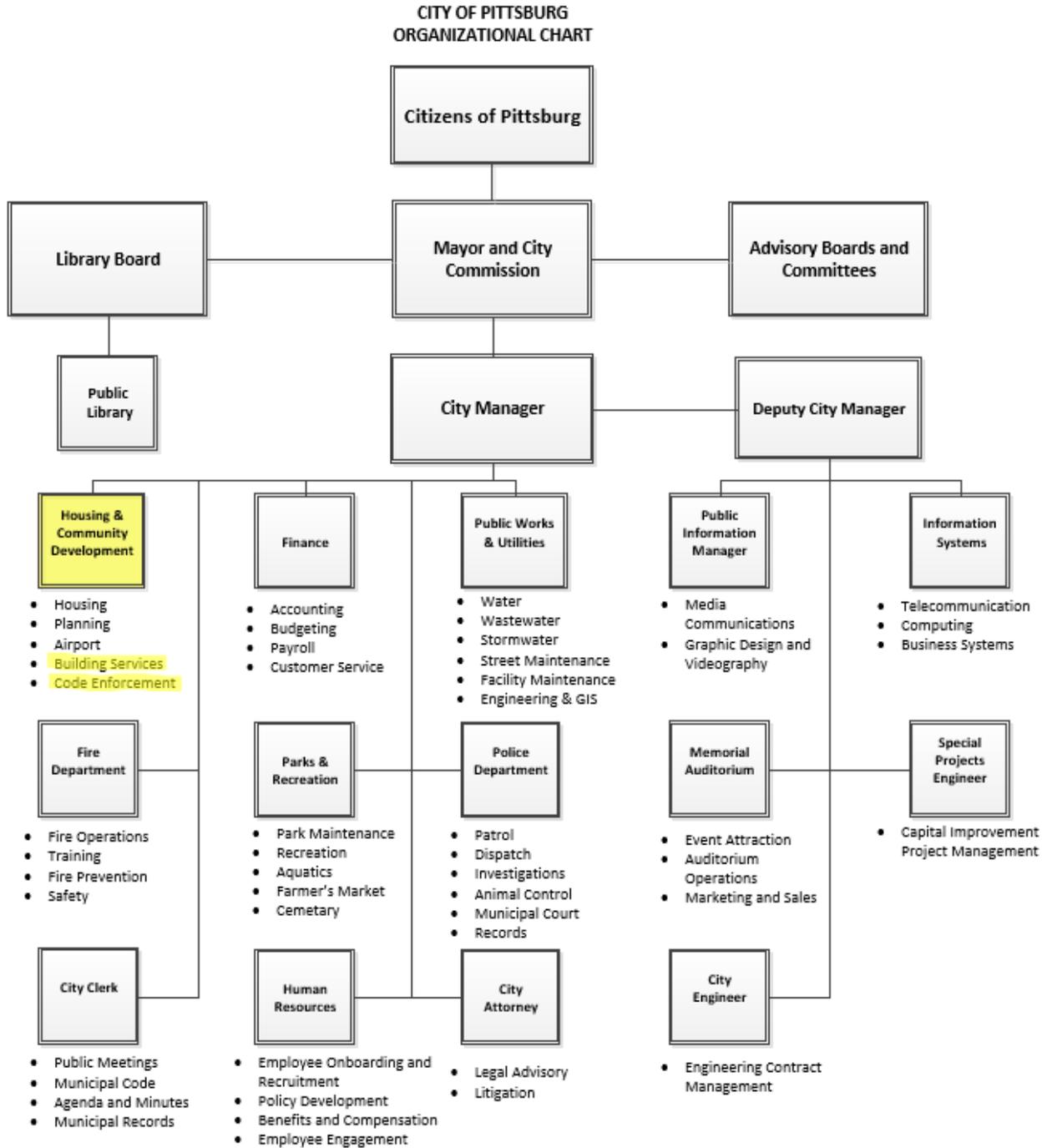
Objectives

Pittsburg is experiencing historical growth, with multiple housing developments currently underway, strong commercial and economic performance, and essentially full employment. The goal of this project is to ensure that the City's inspections staff is able to meet the needs associated with a growing community. This includes holding property owners to required maintenance levels and ensuring new construction is built safely and in accordance with local regulations.

Limited staffing requires that the processes associated with nuisance and building inspection be performed as efficiently as possible, and this project should result in as much automation as possible to help inspectors be more effective. The City is open to adjusting its procedures to take advantage of the capabilities of the selected system if the result is more effective.

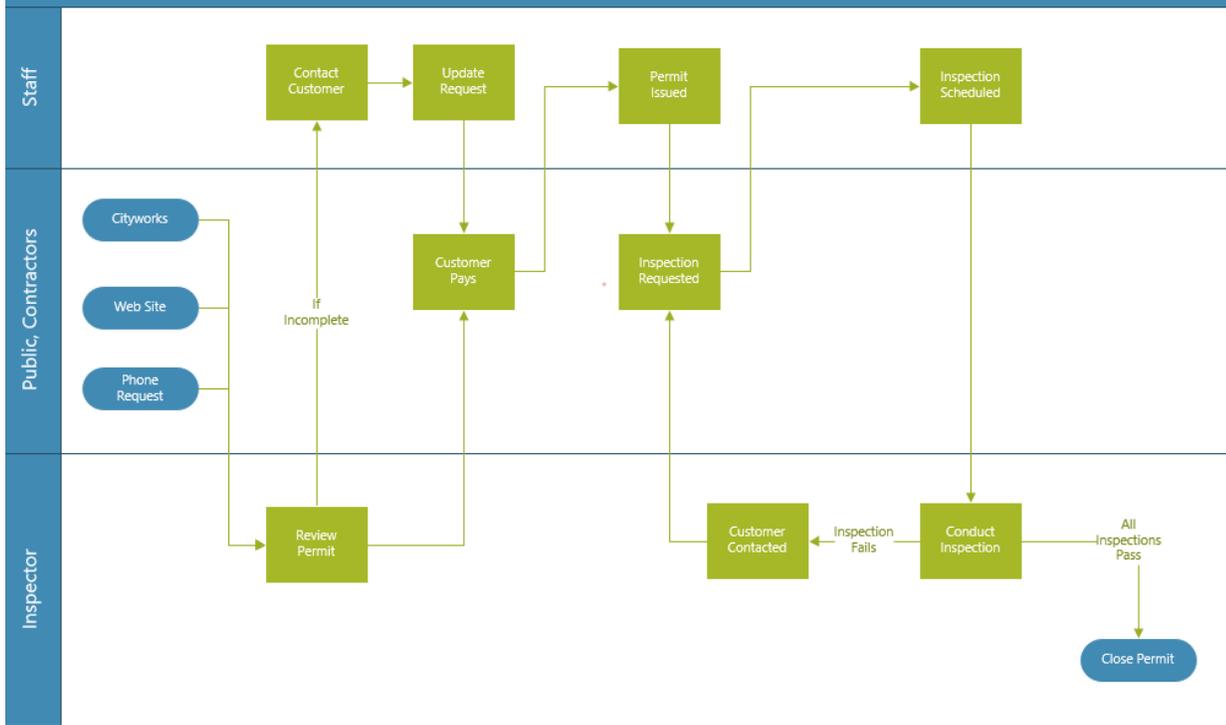
Permitting and Inspections Organization

The Building Services and Codes Enforcement operations are under the Housing and Community Development Department.

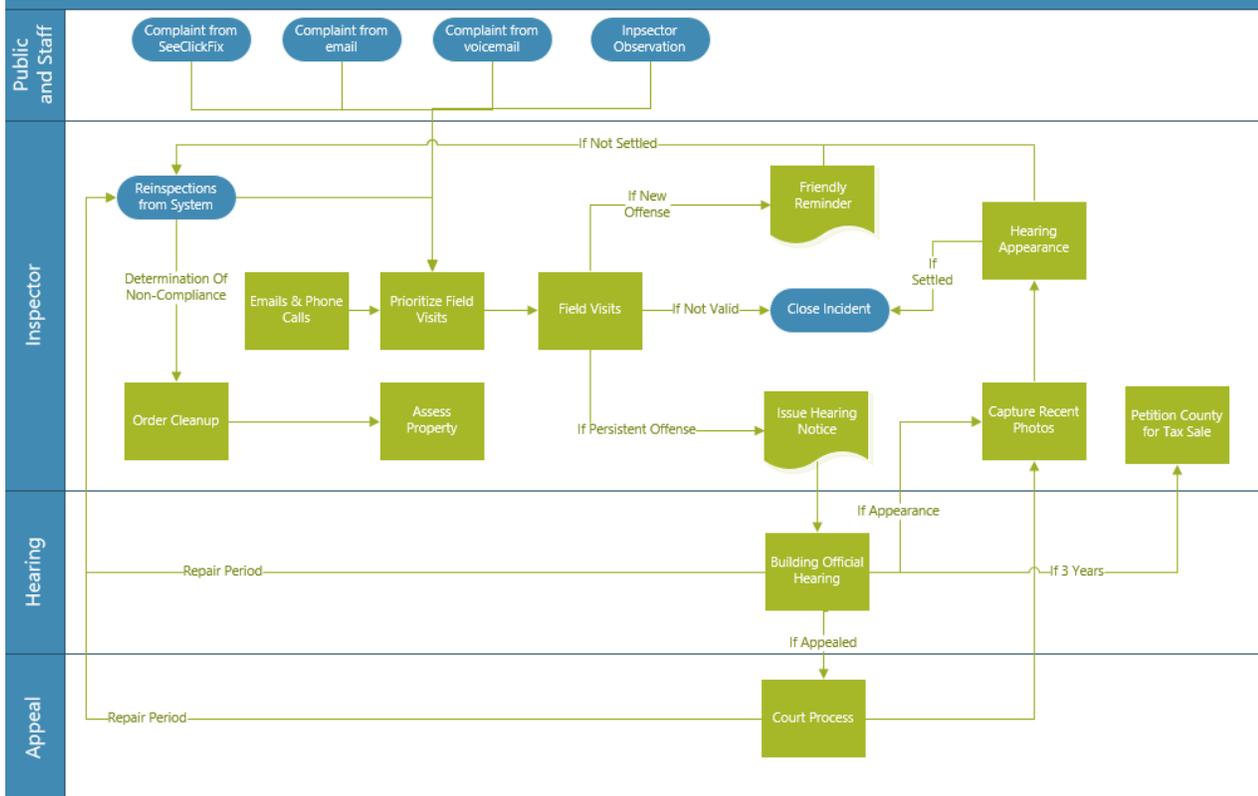


The processes surrounding permitting, building inspection and codes enforcement are currently being reviewed and redesigned. The flow diagrams below are a high-level representation of the intended new processes. It is anticipated that the new system will facilitate the streamlined new procedures.

Permitting & Building Inspection Process



Nuisance Inspection Process



Technical Environment

A. Server:

Computer	Dell PowerEdge, Cisco UCS
Network Operating System	MS Windows Server
DBMS	MS SQL Server

B. Workstation

Desktop	Dell Optiplex, Inspiron
Laptop	Dell Inspiron
Operating System	MS Windows 10
Personal Productivity	MS Office
Electronic Mail	MS Outlook

C. Network

Topology	Ethernet twisted pair
Protocol	MS TCP/IP

D. Current Relevant Applications

Asset Management/Work Order - CityWorks version 15.5, app version 8.5
Public-Facing Requests – SeeClickFix version 5.3.3
Financial Management System (FMS) – Tyler Technologies Incode version 25.0
GIS System – Esri ArcGIS and ArcReader version 10.3.0

An existing, written interface with the systems above is desirable; however, if one does not exist, please provide a description of the proposed interface methodology and protocols.

Desired Project Schedule

Date	Event
7/21/2021	Release of Request for Qualifications
8/6/2021	Deadline for questions
8/20/2021	Submittals due
9/3/2021	Final Selection
9/20/2021	Project Kickoff
12/10/2021	Installation and Training Completed
12/20/2021	Go Live

The final project schedule will be negotiated with the selected vendor.

Project Scope

Benefits Expected

The goal of the system will be to automate the permitting, licensing and inspections process to the extent possible. The application will be the primary technical tool for nuisance and building inspectors and will be the legal repository for documentation of licensing, permitting and inspections operations. It will allow frontline staff to schedule and track inspections and assist senior staff with managing inspectors.

Owners and contractors should be able to submit their licenses, permit applications, plans and other documentation and to follow the progress of the permit online. Owner/contractor information should be identified in the system and payments coordinated with the City's financial management system.

Inspectors should be able to conduct their responsibilities using the application including scheduling, markup, status updates and communication with owners/contractors. They should be able to see all permit and inspection activity on a map and to manage their assigned permits and inspections. It is important that inspectors are able to access all cited and permitted activity from the field.

Functional Capabilities

- Automated workflow and status for customers, contractors and staff
- Interactive plan review between owner/contractor and staff
- Field access to mapped permitting and citation activity and status
- Geo-tagging and mapping; integration with land records/GIS
- Image, video and documentation capture and association with relevant cases
- Markup and notes capability
- Fee and assessment calculations and recalculations
- Business and professional license management
- Integration with GIS, FMS, and Cityworks/SeeClickFix
- Management views and reports
- Role-based security

Services

Along with a highly functional application supporting permitting and inspections processes, the City anticipates receiving services to support the integration of the system into the City's operational systems and processes. This includes an assigned project manager who would work with the City's project manager to establish tasks, deliverables, responsibilities and timeframes and to ensure project resources are available to meet the project schedule.

The City also anticipates that resources will be provided to review and refine the City's processes so as to receive the most benefit from the new system. The successful vendor will also provide assistance with provisioning the City's network, servers and security to maximize application effectiveness. The vendor will work with City IT and department staff to install and configure the application. Support will also be provided to implement any interfaces required to optimize application effectiveness.

Finally, the provider will provide appropriate training for IT and operational staff.

Interface Requirements

CITY requires explanation of how the system would interface with the following systems:

- ESRI ArcGIS Server and ArcReader 10.3
- Microsoft Outlook 2010 and Microsoft Exchange Server
- Microsoft Excel (for data download and upload purposes)
- Laserfiche enterprise content management
- Tyler Technologies Incode version 25.0
- CityWorks version 15.5, app version 8.5
- SeeClickFix version 5.3.3

An existing, written interface with the systems above is desirable; however, if one does not exist, please provide a description of the proposed interface methodology and protocols.

Selection Criteria

The City's Selection Committee, made up of stakeholders in the IT, Community Development, and Administration departments will evaluate the proposals. The composition of this standing committee may be determined by the City Manager. The general criteria to be considered includes:

- Capability of system
- Flexibility and configurability of system
- Strength of the programming architecture
- Ease of integration/interface and data access
- Established, collaborative implementation methodology
- Experience of personnel directly involved in project
- Reputation and stability of Company
- Experience (and success) with similar installations
- Quality of system documentation and support
- Strength and quality of training and professional services
- Commitment to technological improvement
- Cost of system

The Selection Committee reserves the right to request clarification or additional information from individual respondents. The Committee may select a small number of finalists to be invited to interview, to conduct a site visit, and to present their concepts to the Selection Committee.

The City reserves the right to reject any or all proposals or to move immediately to selection. The Selection Committee reserves the right to assess and determine the most qualified respondents at its sole and exclusive discretion.

The evaluation committee will utilize the following criteria with the Scoring Factors provided:

1. Project Management, Approach and Plan (Scoring Factor= 10)
2. System Capability (Scoring Factor = 40)
3. Interfaces (Scoring Factor= 15)
4. Cost (Scoring Factor = 20)
5. Vendor Background and References (Scoring Factor = 15)

Qualifications Statement

Transmittal Letter

Summarize the key points of your submittal in a transmittal letter (no more than two pages) which shall be signed by an officer of the consulting firm who shall have the authority and responsibility to make such proposal and commit resources to the completion of the required scope of services.

Executive Summary

This section should present a summary of your qualifications, your ability to meet City's goals and an introduction to the solution being proposed. All information needed to convey an executive overview of the response should be included. Emphasis should be placed on clarity, brevity and directness in organizing this section. This section should not be technical.

Description of System Use

In this section, please provide use cases for the most relevant components of your system. This section is intended to provide the City with an understanding of how your system was designed to work on a practical, daily basis. Attention should be given to how the functional areas are utilized by staff every day to complete common processes. Processes and outcomes should be named, users should be identified by role and their interaction with your system should be explained clearly and concisely.

Technical Architecture and Customer Requirements

This section is intended to provide the City with an understanding of the technical components of your system installed in a desired environment. This should include languages and protocols used for user interfaces, application development, network services, and integration. Please indicate hardware, operating system or other software expectations for desktop and mobile users, desired network configuration, and any other customer technical environment considerations. Diagrams may be helpful. If a hosted solution is available, the architectural layout and configuration for this should be provided as well as the interface protocols involved and backup/recovery mechanisms. An explanation of co-location and failover methodologies should be provided if a hosted option is proposed. The proposal can include both a locally installed and hosted options, though pricing will have to be itemized for each. The City must have ownership and access to all data in the system.

Competitive Position

Please indicate in this section any technical, functional or operational advantage your system offers over competing systems. Include what makes your system different from others. This section is an opportunity to tell the City why it should choose your system over your competitors.

Project Management Approach and Implementation Plan

Describe your approach to managing projects of this nature. Indicate how the project will be staffed and managed specifically referencing the services listed in this RFQ. Provide a list of the individuals who will be assigned to the project and their role and experience. A preliminary schedule and work plan should be included. Details regarding the assurance of quality and schedule control must be included. Modifications to the RFQ requirements will be considered where deemed essential or advisable to improve end results and/or meet budget and schedule deadlines.

Please propose an implementation plan for the project that includes the following, at a minimum:

- A technical approach outlining how you envision the system to be installed, including your data conversion approach
- A discussion of the methodology you will use, including your project management approach
- A schedule of project steps and anticipated time frames
- A discussion of what roles and responsibilities each member of the project team would assume, including City staff, and estimating the time required
- Training methodology and timeframes
- Overviews of professional services you offer that are required or optional

Costs and Terms

Please itemize your costs for this project, including the costs of your software package (by module if appropriate), typical implementation costs, any additional interface or third-party costs, and the costs for other support services you might provide. Additionally, please provide your annual maintenance costs, and indicate what services are provided as part of the annual maintenance. If there are additional costs associated with interfaces, identify those. If additional custom programming is required, the schedule of costs for these services should be provided. If any of your costs are on a time and expense basis, please prepare estimates based on your past experience. The decision will not be based solely on cost but rather the best solution, with cost as a factor.

Please submit a copy of your standard contract and maintenance agreement, with fees.

Procurement Options

The City uses various procurement methods and would consider acquiring your application and services through a cooperative purchasing agreement. If you are qualified through a valid purchasing consortium that includes public sector buyers, please identify it and provide details of their purchasing process.

Vendor Background and References

This section should be a summary of your qualifications for the project, including:

- Describe your Company, its history and its business philosophy
- How many employees do you have? Please categorize by their functional area (development, support, sales, administration, etc.). Do any of them have experience in municipal government and/or codes enforcement?
- Provide a list of references
- Provide three brief synopses of previous projects that are relevant to codes enforcement
- Include any additional information you believe would be helpful to us in making a selection

Submission Method

Please have your proposal delivered to us no later than 8/20/2021. All questions regarding this Request for Proposal should be directed to Jared Peterson, Procurement Agent, at jared.peterson@pittks.org.

Questions will only be entertained until 8/6/2021. Answers will be provided as soon as possible and will be distributed to all vendors submitting proposals.

Your proposal should be submitted electronically in Adobe PDF or other common format to jared.peterson@pittks.org. If there is a problem with email, alternative delivery methods can be made available; however, this arrangement should be made prior to the deadline so that the electronic copy will be received by the deadline.

You should also deliver three (3) hard paper copies of your proposal to:

City of Pittsburg, KS
Attn: City Clerk
201 W. 4th St.
Pittsburg, KS 66762