Town of Stratham, NH

10 BUNKER HILL AVENUE
STRATHAM, NH 03885
www.strathamnh.gov

603-772-7391

Request for Proposals

Municipal Permitting Software

August 17, 2021

Town of Stratham, New Hampshire
Request for Proposals

Municipal Permitting Software

The Town of Stratham (The Town) wishes to procure and implement a web-based, cloud-hosted, electronic permitting, code enforcement, inspection, and licensing system. The system should promote citizen self-service, allowing application intake and payments online. The solution must also include a dedicated mobile application that allows for working offline.

Introduction and Background

The Town of Stratham (population 7,700) is seeking software that will address the planning and permit tracking needs of the Building, Planning, Health and Fire Departments. The Town seeks to provide expedited electronic review and interdepartmental communication for a variety of permits and applications, ranging from building permits and land use applications to special event permits and Department of Public Works applications. Anticipated users for this system include members of the public as well as the Building Inspector/Code Enforcement Officer/Health Officer, Town Planner, Land Use Compliance Assistants, Assessing staff, Fire Chief, DPW Director, Town Administrator and Executive Assistant.

The goals of this project are as follows:
> • Streamline the development review process and improve inter-departmental communication. Currently, there is no centralized system available to track and update permit status and paper copies are typically moved from one staff member to another for review and sign off.
> • Improve staff efficiency and customer communication in the field by allowing for fully remote electronic data entry and in the field access to electronic plans and other materials.
> • Improve customer service through electronic access to submit and check the status of permits and through the acceptance of online payments.
> • Reduce substantially redundant staff efforts and paperwork.
> • Improve efficiency and clarity of report generation.
> • Improve inter-departmental and intra-departmental communication and expedite plan and permit reviews.

Additional background information about the Inspections and Planning as well as Health and Fire inspections can be found at www.strathamnh.gov.

Key Dates and Deadlines

Item	Date and Time
RFP posted to Town's bids/proposals website	Tuesday August 17, 2021
Pre proposal conference (via teleconference, **registration required**, see information below)	Thursday August 26, 2021at 10:00 a.m.
Deadline for submission of comments and questions due via e-mail to swolph@strathamnh.gov	Friday August 27, 2021 at 12:00 p.m.
Responses to comments and questions posted to Town's bids/proposals website and distributed to pre-proposal conference registrants.	Tuesday August 31, 2021 at 12:00 p.m.
Electronic Submissions due	Tuesday September 7, 2021 at 12:00 p.m. E-mail submissions to dmoore@strathamnh.gov. See below for required paper copies.
Paper Submissions due	Paper copies must be received no later than Friday September 10, 2021 at 4:00 p.m.
Contract execution	September/October 2021
NOTE: The pre-proposal conference will be held via teleconference. Dial (603) 772-7391; and then input 2668 when prompted. **To register for the teleconference, please e-mail Building Inspector/Code Enforcement Officer Shanti Wolph at swolph@strathamnh.gov with the names of attendees.**	

Proposal Submittal

The following elements are required as part of a complete proposal. Please submit each element below in the order in which it is presented and use clearly labeled section dividers.

Submissions are due via e-mail to dmoore@strathamnh.gov no later than Tuesday September 7, 2021 at 12:00 p.m. **Four (4) paper copies of the proposal shall be submitted and received no later than 4:00 p.m. on Friday September 10th at 4:00 p.m.** Paper copies shall be delivered in a sealed envelope, clearly marked with the proposer's name, address and telephone number to the attention of David Moore, Town Administrator.

    A. Cover letter
- a. Contains the name, address and contact information of all persons or entities who are members, partners, or stockholders holding greater than 10% of the Proposer's ownership interests, whether comprised of stock or other forms of ownership interests
- b. Identifies the state of Proposer's formation (if a corporate entity) and include Certification of Authorization to do business in the State of NH if the entity was not formed in New Hampshire

    B. Responses to information required in all appendices:

a. Appendix A
    i. Statement of Understanding and Approach
    ii. Firm Qualifications
    iii. Data Migration Services
    iv. Approach to Implementation
    v. User Training & Support
b. Appendix B
    i. Technical Requirements
c. Appendix C
    i. Cost proposal form/Cover sheet
C. Additional detailed information and break down of cost components shall be included behind Appendix C, Cost Proposal, which shall serve as a cover sheet.

Questions and Contact Information:

Interested firms are encouraged to attend the pre-proposal conference call. Written questions and clarifications stemming from that call and received prior to the date indicated above will be distributed to registrants and posted to the town's RFP/Bid website by the date listed above.

Selection Process & Criteria

Proposals will be reviewed by a selection team formed by the Town Administrator. Final selection and authorization to enter into an agreement will be made by Select Board. The Town will select a Firm with whom to conduct further negotiations based upon its evaluation of the following criteria:

1. Understanding of Town's needs and goals and firm's approach to meeting them. (25 points)
2. Demonstrated experience and ability of firm and their product(s) and services to meet Town needs and goals. (25 points)
3. References. (25 points)
4. Cost proposal (15 points)
5. Responsiveness to submission requirements and quality of submission materials. (10 points)

Reservation of Rights

The Town of Stratham reserves the right to reject any or all proposals or accept the proposal the Town deems to be in its best interest. The Town of Stratham assumes no responsibility or liability for costs incurred by consultant teams in responding to this RFP or in responding to any further request for interviews, additional data or information, or clarification of any items included in the proposal. The Town reserves the right to request additional data or information or a

presentation in support of written proposals. The Town further reserves the right to:

- Not award a contract for the requested services;
- Waive any irregularities or informalities in any proposals;
- Accept the proposal deemed to be the most beneficial to the public and the Town;
- Negotiate and accept, without advertising, the proposal of any other respondent in the event a contract cannot be successfully negotiated with the selected firm; and
- Retain products submitted by respondents for its own use at its sole discretion.

APPENDIX A – Understanding, Qualifications, Implementation and Support Requirements

Please provide narrative responses as appropriate to each of the prompts in this section.

I.   STATEMENT OF UNDERSTANDING

Firms are asked to provide a narrative explanation of the product they recommend to meet the needs of the Town described above and the requirements laid out in appendices.

II.   FIRM QUALIFICATIONS

1. Describe your company's history in the market and providing the proposed software/services. At minimum, firm should have five years of experience.

2. Summarize the organizational structure and size of your business and current principal place of business.

3. Provide your total number of clients.

4. Provide your total number of employees by department and/or job function.

5. How many implementations of this product have you performed over the past 12 months?

6. Describe any offices or locations that will service and support the Entity

7. Identify key personnel, including roles and responsibilities that will be involved during this project.

8. Provide a minimum of five (5) references, including names, locations, titles, and contact information.

III.   DATA MIGRATION SERVICES

1. Data Migration: The Town currently uses Avitar systems to store permitting data. The product also serves as the Town CAMA System.
   https://avitarassociates.com/

   Please address how the firm can ensure data migration of permitting data to the new system.

IV.   APPROACH TO IMPLEMENTATION

1. Firm must provide a project plan with timeline and overview of key tasks and milestones.

2. Firm must provide Project Coordinators as consistent points of contact during Implementation. Describe vendor's capability of Project Coordinators to, at minimum:

   a. Create and review project plans

   b. Coordinate with resources, including any third-party providers

   c. Manage and assess potential risks

3. Must provide an interactive and collaborative portal or platform through which we can access critical documents relating to our project, request help and schedule additional meetings or trainings.

4. Firm must hold group training for specific user roles.

5. Firm must allow for one-on-one consultation (virtual) with a subject-matter expert as part of the standard implementation process.

V.   USER TRAINING & SUPPORT

1. Firm must offer phone and email support. List your support hours and average time to respond to each method of support as well as any contracts or fees associated.

2. Does firm offer an online "self-help" website with tutorials?

3. Firm must offer ongoing training as part of its support package. Describe any potential contracts or fees that this may incur.

4. Firm must provide available resources to support software updates, questions, ongoing training, etc. This individual must be available during firm's normal business hours.

5. Describe technical support policies for software errors or failure, including escalation policies and procedures, estimated time to resolution, and how we may contact you for this support.

6. Are there any networking or peer groups available, such as a user conference, workshops, online client forums, etc.?

APPENDIX B - TECHNICAL REQUIREMENTS

In your response below, the Town requires a response in the "RESPONSE" Column for each Requirement as follows:

- **Yes** – Firm meets the requirement out of the box and/or through configuration (i.e. no custom development required)
- **Custom** – Firm can meet the requirement with some customization
- **No** – Firm cannot meet the requirement
- **Future** – Requirement is a future feature currently in development. Please state estimated date when the feature would be available under Comments

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-based mobile devices.		
4	System is accessible from iOS-based mobile devices.		
5	System supports single-sign-on via SAML 2.0, which includes Active Directory.		
6	System must be updated and enhanced regularly. At minimum, software should be updated monthly. Please describe cadence of updates and enhancements.		
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	Bidder must have both a primary and a disaster recovery data center. List locations of both.		
5	Data centers must have 24x7x365 staffing and monitoring.		
6	Data centers should have, at minimum: • Multiple power failure protections		

	- Redundant, load-balanced network - Automatic failover - Fully meshed network with independent fiber connection feeds - Advanced fire protection		
7	Data encryption at rest.		
8	Data encryption in transit.		
9	Client data must be segmented. Describe how the Bidder will ensure this.		
10	Bidder must have a continuity plan in place in case of a failure or attack.		
11	Bidder must have security features in place to protect against intrusion, data leaks and attacks. At minimum, Bidder must have firewalls, intrusion detection and vulnerability assessments.		
12	Bidder must have processes in place to prevent a DDoS.		
13	Data centers should undergo annual third-party audits, including, but not limited to: - SSAE 18 - SOC 2 - PCI-DSS1 - GLBA - HIPAA List all third-party audits Bidder participates in.		
14	Describe your RPO and RTO.		
15	Describe your disaster recovery protocols.		

Section 2: Core Functional Requirements

#	REQUIREMENT	RESPONSE	COMMENTS
A	**SYSTEM ADMINISTRATION**		
1	System must allow users to self-reset password.		
2	System must allow for an unlimited number of users.		
3	System can display times from multiple time zones.		
4	System supports Single Sign On (SSO).		
5	System must provide capability to import and export users.		
6	Must support various user roles through Role-Based Access Control (RBAC). Provide a list of your system's typical user roles.		
B	**DISPLAY & CUSTOMIZATION**		
1	System must include dashboards that can be configured to individual user needs or specific roles with saved reports, status updates, chosen KPI's, and links to navigate the system.		
2	Ability to configure customer definable rules-based workflows within the System.		
3	System must contain quick link shortcuts to application features.		
4	Ability to add Regions as part of location.		
5	Ability to add Sites as part of location.		
C	**PERMITTING**		
1	Supports the configuration and management of multiple permit types in the system across all agencies.		
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 applications for each permit type.		
7	Provides electronic workflow notification for review and approval by multiple departments based on the license type and related rules.		
8	Ability to plot the location of permit requests.		
9	Ability to create a permit from the Map view.		
D	**CODE ENFORCEMENT**		
1	Ability to centrally track and manage unlimited case types, code violation activity and deadlines.		
2	Allows for assignment inspections based on geographical area, violation type or inspector workload.		
3	Provides support for creating code enforcement complaints and cases in the field.		
4	Ability to initiate violations and generate notification letters by type of violation.		
5	Monitors codes and manages violations associated with all building projects, land use and environmental health issues.		
6	Ability to link complaints to digital documents, photos and emails.		
7	Ability for citizens to submit violation complaints via the internet.		
8	Ability to flash alerts by address for outstanding code violations.		
9	Provides integration with code enforcement to reverse a citation with the issuance of a business license.		
10	Ability to print all, individual, or select violations for mailing.		
11	Ability to provide a customized template for generating violations.		
12	Code library search, to include autocomplete, in order to apply Code language to citations.		
13	After approval, system calculates and collects fees and issues relevant permits.		

14	Ability to merge application data into standard permit templates.		
15	Ability to verify contractor licensing.		
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	Unlimited free-form text at the inspection level.		
4	Spell check available on notes and comments.		
5	Provides ability to request an inspection through the citizen portal.		
6	Track both routine and periodic inspections of buildings and property.		
7	On application acceptance, generates a workflow notification for internal stakeholders that inspections will be requested by the applicant.		
8	Ability to attach appropriate inspections to a ppermit when the permit record is created		
9	Supports checklists with each inspection category or type.		
10	Ability for inspectors to make correction notes in the field.		
F	**PLANNING/LAND USE APPLICATIONS**		
1	Provides for electronic inter-departmental review of land use applications and plans.		
2	Provides for the ability to add comments to electronic plans or applications.		
3	Provides for inter-departmental update of and review of a land use application status.		
4	Provides the ability to automatically electronically notify relevant staff when an application meets certain approvals or review thresholds (for example, electronic notice to Building Department staff when a land use application has satisfied Planning approvals and may pull building permits).		
5	Ability to make some electronic land use application submittals available for public review on the Town website.		

6	Ability for applicants to check application status and the dates of public hearings related to submitted land use applications.		
7	Provides for ability to mark up electronic plans		
G	**CITIZEN PORTAL**		
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	**DEDICATED MOBILE APP**		
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 from the field.		
6	Ability to store and forward data in online and offline modes, as necessary.		
7	Mobile app must be commercially available in both iOS and Android play stores.		

8	Ability to view mobile field assignments within application's calendar.		
9	Capability for customers to review status of their permits from a mobile phone application or browser.		
10	Ability to employ drop-down menus for common inspection results and to add additional comments in the field.		
11	Ability to cache data so inspectors/code officials may work offline, then sync data to the back-office when connectivity has been restored.		
I	**INTEGRATIONS**		
	Integration: Must have an API available or method to enable integration with existing or third-party software systems.		
1	Electronic Plan Review		
2	GIS		
3	Document Management System [optional]		
4	PCI compliant payment gateway [Client's Current Payment Gateway, if preferred]		
I	**REPORTING**		
1	Generates required reports and provide flexible ad hoc query and reporting tools that are intuitive to users.		
2	Provides comprehensive search ability into active and historic permit records by a wide range of criteria.		
3	Ability to balance the report of money posted into the system with the money collected.		
4	Ability to report on the number of people who have viewed a respective project or physical project address.		
5	Dashboard with customizable views for internal users.		
6	System can provide report format flexibility (e.g. capable to produce reports in .pdf, Excel, and other standard formats).		
7	System allows users to save, export, print and share reports.		

APPENDIX C - COST PROPOSAL

Please this Appendix C as a cover sheet to a detailed cost proposal. Failure to submit this Cost Proposal appendix and cover sheet, may result in disqualification. Proposing firms are encouraged to be explicit and specific in describing details of included services as each project stage in attached material.

Acquisition & Implementation

Cost Item	Cost	Notes
Total Cost:		

Ongoing Maintenance & Support

Cost Item	Cost	Notes
Total Cost:		

Costs for Added/Optional Services Not Included Above

Cost Item	Cost	Notes
Total Cost:		