

**Request for Proposal: Permit System Software**  
**City of Puyallup, Washington**

The City of Puyallup (population of 41,000 people) is seeking to implement a comprehensive online software permitting system for managing development services matters related to land use, engineering, building, code enforcement and associated applications, permits, approvals or actions; providing efficient internal processing, excellent customer service, long-term record retention, and effective public access. This system is intended to replace an existing permit system containing building, planning and other various permit data.

Vendors must have substantial knowledge of the municipal permit process and the functional requirements of an automated permit system. Vendors should have demonstrated expertise and experience developing, implementing, and maintaining community development management software.

Interested vendors must submit proposals by 5:00 PM on September 21, 2018.

Proposals may be submitted via email only to the following email – [RFP@ci.puyallup.wa.us](mailto:RFP@ci.puyallup.wa.us)

**1. Software Solution**

The City desires to purchase a complete comprehensive permit system that is continuously maintained as a commercial off-the-shelf software product that is used by the City and customers. Vendors are required to provide references where the proposed system has been installed and is being utilized.

**2. System Features**

The system should be designed and implemented in a manner that is easy to learn and use. Rapid response to customers, efficient data entry, and high staff productivity are important factors. The system will be evaluated on the efficiency of the submittal process for electronic plan review.

**Requirements:**

- General Permit Management System for 35 staff personnel
- Dashboard Reporting capabilities – ability to track/view project progress and staff workload
- Web Portal - online permit submittal and tracking, including ability to upload large files
- GIS Integration – including ability to refresh parcel data from county
- Field Module – to allow for field Inspection using tablets/phones
- IVR - automated remote inspection requests via IVR and web portal
- Electronic Plan Review Integration - automation and efficiency
- Code Compliance – case management for miscellaneous code compliance issues
- Ability to integrate with existing financial system (Superion OneSolution)
- Document Management & Retention - ability to integrate online submittal with existing Laserfiche ECM and Records Management System
- Transaction Management – online payments and in-person cashiering/receipting
- Data Migration – ability to migrate all permit data from existing permit system (EDEN by Tyler)

**3. Training and Installation Support**

Vendors will be expected to provide training and installation support at time of implementation. Vendors should describe all training available and propose selected training modules that will ensure smooth, successful implementation and operation in the City of Puyallup.

Training should be provided for users and technical system administrators.

#### **4. Proposal Format**

The City desires to receive a clear and concise proposal via email. The vendor's demonstrated ability to communicate its proposal to City staff will be a factor in proposal evaluation.

#### **5. Proposal Evaluation Process**

The City will evaluate vendor proposals in two phases.

Phase 1 - The City will review vendor qualifications, system features, and proposed work plans. Only a limited number of finalists will be selected for further evaluation, and those vendors will be invited to demonstrate their products in Puyallup to the City's evaluation team.

Phase 2 - The City will intensively evaluate selected proposals, observe vendor demonstrations, and contact references. Additional questions may be asked of finalists if necessary.

#### **6. Proposal Schedule**

##### PHASE 1:

Publish RFP	August 2018
Receive proposals	September 2018
Announce finalists	October 2018

##### PHASE 2:

Conduct vendor demonstrations	November 2018
Award contract	December 2018
Project Implementation	January 2019

#### **7. Evaluation Criteria**

The City will evaluate proposals based on the following criteria.

- Ease of implementation and use
- Robustness of system and inclusion of desired system features
- Quality of on-going support
- Vendor commitment to ongoing system improvement and enhancement
- Overall Value

Vendors should note that proposals will be evaluated on factors other than price, and there is no assurance that a proposal will win the contract based solely on lowest price.

#### **8. Vendor Product Demonstrations**

Finalists will be required to perform a live demonstration of their proposed software product on-site in Puyallup, Washington. Vendor demonstrations are considered one of the most important parts of the selection process.

#### **9. Customer Site Visits**

In addition to checking references, the City may elect to conduct customer site visits to locations where the proposed software is installed and operational. These visits will be direct observations of ongoing system operation, in contact with actual workers performing their regular daily activities. Vendors should be prepared to arrange such visits. Site visit locations within convenient geographic proximity to Puyallup, WA, is preferred.

The City will pay its own costs of travel, lodging, and per diem as necessary.