

TOWN OF DEEP RIVER, CONNECTICUT

REQUEST FOR PROPOSALS #2023-0622

ONLINE PERMITTING SYSTEM

PURPOSE:

The Town of Deep River, Connecticut is seeking proposals for a new electronic permitting system in accordance with the specific project scope as outlined below. The proposed scope of services is subject to change upon final contract execution between the Town of Deep River and the selected respondent based on guidance received and discussions during and/or following the selection process.

SCOPE OF WORK:

The respondent is to provide a high-quality electronic permitting software that, at a minimum is capable of providing for the integration of data from the Town's existing permitting software, as well as providing for the transfer of information to and from the Town's Assessors database while providing a seamless permitting solution to assist the Town's Land Use Department in the receipt, review and issuance of the permits managed by Building, Planning, Zoning and Wetlands Departments.

It is the Town's preference that the permitting software solution be Software as a Service (SaaS).

The Town specifically intends to procure a solution that will support all necessary functions related to online permitting. The software shall contain the following:

1. **Application Tracking:** Provide online and reporting capabilities of all activities related to the submission of permit applications including received date, issued date, completed date.
2. **Application Review:** Provide for staff/departments tasked with the review a submitted permit to be notified via the system that a review has been requested.
3. **Application Correspondence:** Provide the ability to communicate seamlessly with applicants regarding applications.
4. **Permitting:** Monitor all public and private building activity, issue a variety of permit types (building, electrical, mechanical, sign, planning, zoning, wetlands etc.) link to related records, account for all appropriate fees, and maintain contractor records.

5. **Inspection Tracking and Scheduling:** Track both routine and periodic inspections of buildings and properties and manage all inspection schedule activities.
6. **Document Issuance:** Provide for the issuance of documents including permits, Certificates of Compliance, Certificates of Use, and Certificates of Occupancy.
7. **Reporting:** Generate pre-defined and ad hoc reports using data elements maintained within the system for the purposes of generating weekly, monthly, quarterly, and yearly reports as required locally and by the State of Connecticut.
8. **Public Online Application Submittal:** The software will have the capability to allow access to and the submission of online permit applications including the submission of application attachments and online payments.
9. **CAMA Integration:** Ability to integrate with the Town's [CAMA Database](#), hosted by Vision Appraisal.
10. **Finance Integration:** The system should allow for online payments which generates productivity, management, and financial reports. The preferred system would include a banking solution.

The Town of Deep River also seeks to obtain the following system functionalities if possible. However, given funding limitations, these functions are not included within the specific Project Requirements. As such, the costs associated with the development and/or implementation of these systems should be provided separately. This functionality will be evaluated, and a determination made for inclusion within the project based on budget and schedule. The following functionality is highly desirable:

1. **Code Enforcement:** Monitor and track complaints and manage violations issued by the Building and Land Use Departments.
2. **License Management:** Provide the ability to manage and track State of CT Licensed Contractor's licensure status.
3. **GIS Integration:** Provide for the ability for permit records to be linked directly to the Town's GIS System, hosted online by [CAI](#).

PROPOSAL FORMAT:

In order to facilitate the analysis of responses to this RFP, respondents are required to prepare their proposals in accordance with the instructions outlined in this section. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the respondent's capabilities to satisfy the requirements of the RFP. The proposal should be organized into the following major sections:

1. Submittal Letter. Respondents shall submit a cover letter addressed to Angus L. McDonald, First Selectman, signed by an authorized principal or agent of the respondent which provides an overview of the respondent's offer, as well as the name, title, and telephone number of the person to whom the Town may direct questions concerning the proposal. The letter shall include a statement by the respondent accepting all terms and conditions contained in this RFP, signed by an officer or other individual with authority to negotiate and contractually bind the firm.
2. Table of Contents
3. Requested Information. In order to be considered each respondent shall, at a minimum, submit the following information:
 - Brief background statement as to the respondent's particular capabilities, history, qualifications and experience with the development and deployment of electronic and/or web based permitting systems, and other general introductory information on the respondent.
 - A detailed description of how the respondent proposes to perform discovery, understand current work processes, and needs of each department, offer recommendations to maximize productivity, and identification of hardware needs to support the approved workflow.
 - Describe how the system will be set up and configured including a public facing webpage to access the permitting solution. This description should also include the extent to which the system can be customized to meet local needs.
 - Describe how staff training will be conducted and how support shall be provided during the roll-out of the system and annually. This description should include the proposed support and maintenance agreement, including costs (if any) both during the project execution and following project completion.
 - An explanation of the anticipated IT infrastructure needs including but not limited to; hardware and software, necessary data to be provided by the Town for historic data migration, and for hosted solutions, how backups are maintained.

- An explanation of how any records/data etc. created or entered by the Town of Deep River while using the “online permitting software” would be transmitted to the Town upon termination of the agreement or contract by either party.
 - Identify the party/parties that will be responsible for supporting the product and perform routine updates. Access to, and responsibility to maintain, a back end (user administration) should be identified.
 - Provide a detailed description of how employee training will be provided – both at the initial stage and future training need to refreshment. Additionally, user support systems and availability (e.g., 24/7) should be described.
 - Schedule for completion of the Scope of Services
 - List of municipalities in Connecticut for which the respondent has provided similar systems to in the last five years.
 - Additional information or documentation that may be useful and applicable to this project.
4. Executive Summary. This part of the response to the RFP shall contain the body of the respondent’s proposal. It shall limit technical jargon as much as possible and shall be oriented toward technical and non-technical personnel.
 5. Non-collusion and Ethics Affidavit. Respondents shall complete Appendix A.
 6. Fee Proposal. Respondents shall provide a detailed fee proposal, identified by task, including one-time, recurring and/or maintenance costs for the entire Project Scope outlined above. Additional costs for system customization should also be delineated.

INSURANCE REQUIREMENTS:

Respondents shall agree to maintain in force at all times during which services are to be performed the following coverages and shall endorse the Town of Deep River as an Additional Insured on a primary and non-contributory basis. **These requirements shall be clearly stated in the remarks section on the Certificate of Insurance.** Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum Best's Rating of A-. In addition, all Carriers are subject to approval by the Town of Deep River.

General	Each Occurrence	(Minimum Limits) \$1,000,000
	General Aggregate	\$2,000,000
	Products/Completed Operations Aggregate	\$2,000,000

A Waiver of Subrogation shall be provided

Auto Liability:	Combined Single Limit	\$1,000,000
	Each Accident	\$1,000,000
Umbrella: (Excess Liability)	Each Occurrence Aggregate	\$2,000,000 \$2,000,000
Workers' Compensation and WC Statutory Limits		
	EL Each Accident	\$500,000
	EL Disease Each Employee	\$500,000
	EL Disease Policy Limit	\$500,000

Exclusions to the Policy: A statement of exclusions to all policies will be submitted prior to the award of contract.

SUBMITTAL INSTRUCTIONS:

Interested firms or individuals should submit one (1) original statement of qualifications with two (2) printed copies on or before 12:00 p.m. on August 4, 2023 to:

Town of Deep River
Attn: Angus L. McDonald, First Selectman
174 Main Street
Deep River, CT 06417

Proposals will be opened and recorded at this time. No proposals submitted after this time will be accepted. Proposals should be labeled "Town of Deep River Online Permitting System." Faxed or electronically mailed (e-mailed) proposals will be deemed non-responsive and will not be accepted.

All inquiries shall be in writing and directed to the individual noted above, no later than July 19, 2023. Inquires can be made via e-mail (selectman@deeperiverct.us). Any clarifications made in response to the questions of any one potential firm will be communicated in writing to all other known, potential firms.

An electronic copy of this request for proposals, along with any changes, will be posted on the Town web page (www.deeperiverct.us). The Town may issue Addenda to this RFP. When issued, addenda will be posted on the Town's website under the "Bid Opportunities" link located on the home page. It is the respondent's responsibility to check for and address any Addenda to this RFP.

GENERAL INFORMATION:

1. The Town of Deep River reserves the right to accept or reject any and all proposals and reserves the right to waive technicalities where such action best serves the interest of the Town. The Town of Deep River reserves the right to withdraw its RFP at any time prior to final selection, in its sole discretion.
2. The Town of Deep River will be the sole and exclusive judge of quality and compliance with proposal specifications in any of the matters pertaining to this RFP. The Town reserves the right to award the contract in any manner it deems to be in the best interest of the Town of Deep River.
3. All responses provided should be as detailed as possible to provide the proposal evaluators with enough information to make a fair assessment of the proposer's qualifications and approach.
4. The Town will not be liable for any costs associated with the preparation or submittal of this RFP or subsequent presentations.
5. The Town of Deep River will review and evaluate all proposals that have been received by the submission deadline. Evaluation of the proposals will be based on the information provided in the respondent's submission in accordance with the submission requirements of this RFP and any interviews, references, and additional information requested by the Town of Deep River.
6. In submitting the proposal, the respondent agrees that the proposal will remain valid for a period of one hundred twenty (120) days after the closing date for submission and may be extended beyond that time by mutual agreement. Fees quoted must be firm, for acceptance by the Town of Deep River, for a period of one hundred twenty (120) days.
7. No contract may be assigned or transferred without the consent of the Town of Deep River.
8. Each respondent is responsible for having read and understood each document in this RFP and any addenda issued by the Town. A respondent's failure to have reviewed all information that is part of or applicable to this RFP, including but not limited to any addenda posted on the Town's website, shall in no way relieve it from any aspect of its proposal or the obligations related thereto.

Each respondent is deemed to be familiar with and is required to comply with all federal, state and local laws, regulations, ordinances, codes and orders that in any manner relate to this RFP or the provision of goods or performance of the work described herein.

By submitting a proposal, each respondent represents that it has thoroughly examined and become familiar with the scope of work outlined described in this RFP, and it can perform the work to achieve the Town's objectives.

9. A respondent filing a proposal thereby certifies that no officer, agent or employee of the Town who has a pecuniary interest in this request for proposal neither has nor shall participate in the contract negotiations on the part of the Town, that the proposal is made in good faith without fraud, collusion or connection of any kind with any other Respondent of the same call for proposals, and that the respondent is competing solely in its own behalf without connection with or obligation to, any undisclosed person or firm.

Respondents must fully disclose, in writing to the Town on or before the closing date of this RFP, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the respondent were to become a contracting party pursuant to this RFP. The Town shall review any submissions by respondents under this provision and may reject any Proposals where, in the sole opinion of the Town, the respondent could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the respondent were to become a contracting party pursuant to this RFP.

**APPENDIX A
REQUEST FOR PROPOSALS
ONLINE PERMITTING SYSTEM
NON COLLUSION AFFIDAVIT FORM**

The undersigned proposer, having fully informed himself/herself/itself regarding the accuracy of the statements made herein, certifies that:

- (1) the proposal is genuine; it is not a collusive or sham proposal;
- (2) the proposer developed the proposal independently and submitted it without collusion with, and without any agreement, understanding, communication or planned common course of action with, any other person or entity designed to limit independent competition;
- (3) the proposer, its employees and agents have not communicated the contents of the proposal to any person not an employee or agent of the proposer and will not communicate the proposal to any such person prior to the official opening of the proposal; and
- (4) no elected or appointed official or other officer or employee of the Town of Deep River is directly or indirectly interested in the proposer's proposal, or in the supplies, materials, equipment, work, or labor to which it relates, or in any of the profits thereof.

The undersigned proposer further certifies that this affidavit is executed for the purpose of inducing the Town of Deep River to consider its proposal and make an award in accordance therewith.

Legal Name of Proposer

(signature)
Proposer's Representative, Duly Authorized

Name of Proposer's Authorized Representative

Title of Proposer's Authorized Representative

Date

Subscribed and sworn to before me this _____ day of _____, 202__.

Notary Public
My Commission Expires: