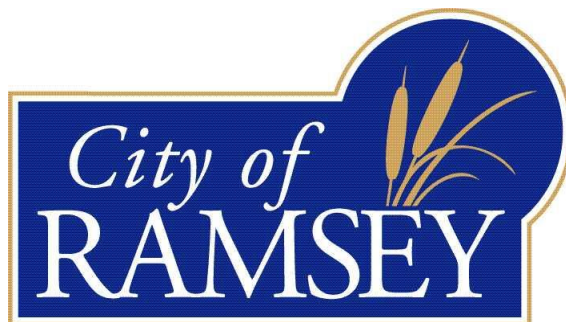


# *Request For Quotes*

Land Management Software (Permitting, Licensing, Land Use Applications, and Code Enforcement)

City of Ramsey, Minnesota



City of Ramsey  
7550 Sunwood Dr NW  
Ramsey, MN 55303

City of Ramsey  
Requests for Information (“RFP”)  
Permits, License, and Internet Merchant Software Services

**Requested Information**

The City of Ramsey is seeking information from qualified software vendors for permit, license, code enforcement, and project management software. The City of is seeking information at this time, but has not made a decision as to making a change to our current software vendor.

RFQ Issued:	March 25, 2015
Responses Due:	April 17, 2015
Review by City Council:	April 28, 2015

\* These dates are subject to change.

**Project Description**

The City is seeking proposals for a system to be implemented in 2016. If a new vendor is selected, the City would plan for a transition period of January 1, 2016 through April 30, 2016. If budgets allow, the City may advance this transition period into 2015.

The City of Ramsey is a growing community with a population of approximately 24,000 and 8,300 households. The City is need of a system that will allow us to control our workflow needs and make an effective use of our Staff resources. Specifically, the City is seeking a system that will allow 24/7 service for our customers by allowing for issuance of certain permits and scheduling of inspections online. The intent is to reduce the amount of data entry necessary to issue permits and staff resources needed in scheduling inspection.

**Background on User Group:**

Number of Users	25
Average Annual Number of Permits	2,000
Annual Number of New Homes	75
Annual Number of Inspections	7,000

**Modules**

The selected software system must contain the following modules:

- Building Permits
- Land Use Applications
- Licensing
- Code Enforcement
- New City Utility Account Management (new account set-up and tracking, not on-going billing)

As an ‘add-alternate’, the City is interested in quotes on the following modules:

- Citizen Request Management (CRM)
- Project Management (improvement projects, public works, economic development)
- Internet Merchant (see Exhibit A).

## Services

The selected system must meet the minimum service offerings:

1. Ability for the customer to apply and obtain permits and licenses online.
2. Ability for the customer to submit payment for permits and licenses online.

It is desired that the selected system include the following optional offerings:

1. Electronic Plan Review
2. Ability for the customer to view status and progress of permit review online.
3. Ability for the customer to schedule inspections online.
4. Ability for field inspection Staff to search database and enter data remotely in the field with mobile devices.
  - a. The response to this question shall clarify whether the mobile environment is web-browser based or includes a specific application for smart phones and tablets.
  - b. The response shall further clarify whether applications for smart phones and tablets were designed for smart phones or tablets or both.
5. Integrated mapping capabilities

Quotes shall be structured as to easily choose to keep or remove individual modules from the quotes.

## Financial Systems

The selected software must be able to integrate with JD Edwards, the City's financial accounting system. Responses must outline how the system has integrated with JD Edwards in past implementation or how the selected vendor plans on integration with JD Edwards if it has not done so in the past.

Additionally, the City currently contracts with a third-party vendor for internet merchant services. This service offering allows for payments for services outside of our current permitting and licensing software. Furthermore, this third-party system allows for credit card and online payments for services beyond permitting and licensing. Please see Exhibit A for a complete list of payments the City accepts by credit card through this system.

Please include in your response a list of payments that can be handled by the software. Please indicate how the system accepts online transaction.

## Cost

Please provide a detailed breakdown of project costs including initial start-up costs and annual costs. Responses shall be submitted assuming 25 total users with access to all chosen modules.

Responses shall include cost structure (per user, per module, etc.). Responses shall also include any necessary additional hardware or software. For example, if the base system provides electronic plan review or integrated mapping solutions, but requires the purchase of a third-party solution, additional server needs, or additional software needs, responses must include this information. The City reserves the right to reject any quote that fails to include this information.

## Scoring Format

The City will review the requests based on the following scoring table. This scoring process shall be used for advisory purposes only. The City recognizes that certain aspects are difficult to quantify. The City reserves the right to select any vendor, regardless of the outcome of the scoring process. Furthermore, the City reserves the

right to reject any and all proposals. Proposals will be reviewed by team members from multiple disciplines. Each team member will score proposals individually.

Customer Metric	Possible Points	Internal Metric	Possible Points
Online Application	20	Mobile Environment – Field Staff	25
Online Scheduling	20	Smart Phone & Tablet Environment	5
Online Status	10	Mapping Capabilities	10
Online Issuance	10	Core Payment Capabilities	10
Online Payment	10	Credit Card Processing	10
Overall Permit Module	10	Online Payment Processing	10
Overall Planning Module	10	Additional Payments	10
Overall Code Enforcement	10	JD Edwards Integration	20
Overall Licensing	10	Workflow Management	15
Future Modules Add-Ons	5	Reporting	20
Electronic Plan Submittal	5	General Scheduling	10
		General Data Entry	10
		Electronic Plan Review	5
		Project Management	5
		Right of Way Permits	10
		Fire Permits	10
		Vendor Response to RFP Format	10

### Submission Requirements

Responses must be submitted electronically in Portable Document Format (PDF) to [planning@cityoframsey.com](mailto:planning@cityoframsey.com) by 4:30 p.m. on November 31, 2015. The PDF must be submitted as a single-pdf. Submittals with multiple PDFs will not be accepted. One (1) printed copy of the response must also be sent to the contact below. Please do not submit more than one (1) printed copy.

### Selection Process

Development Review Team will review and score all proposals. It is anticipated that the top three (3) scoring vendors will be invited to demonstrate their system to the Development Review Team.

The interview and demonstration process is anticipated to take no longer than one (1) hour per vendor.

At that time, a recommendation on a preferred vendor will be forwarded to City Council for consideration.

Questions may be directed to:

Tim Gladhill, Community Development Director  
 City of Ramsey  
 7550 Sunwood Drive NW  
 Ramsey, MN 55303  
 (763) 433-9826  
[tgladhill@cityoframsey.com](mailto:tgladhill@cityoframsey.com)

Information will be updated at [www.cityoframsey.com/permits](http://www.cityoframsey.com/permits) as necessary.

## Supplemental Screening Questionnaire

The following questionnaire must be submitted to [planning@cityoframsey.com](mailto:planning@cityoframsey.com) before the City will response to preliminary questions. Responses to this questionnaire must also be included in the response to the Request for Quotes.

Please answer 'Yes' or 'No' to the following questions. Questions must be answered based on services currently offered by the vendor without additional programming or customization required. It is acceptable to answer that the vendor does not provide the service being inquired. This will not automatically exclude the vendor from consideration.

Software Vendor Name:	
Questionnaire Prepared by (name):	
Primary Contact Name:	
Primary Contact Phone Number:	
Primary Contact Email:	

### External Customer Experience

Submit Applications Online – Permits Without Plan Review	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Submit Applications Online – Permits With Plan Review	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Issue Permit Online – Permits Without Plan Review	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Customer Dashboard: Track Status of Plan Review Online	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Schedule Inspections Online	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Customer Dashboard: Track Status of Inspections Online	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Internal User Experience

Electronic Plan Review (specify if additional costs required)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Financial data downloadable in table format for import to JD Edwards	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Internal/Integrated Mapping Capabilities (specify all additional costs)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
System is Client-Based	Yes <input type="checkbox"/>	No <input type="checkbox"/>
System is Web-Based (can administer all processes through a web browser)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Dashboard With Links to Other Modules (Permits can see Licenses, etc.)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Mobile Environment Requires VPN	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Mobile Environment Does Not Require VPN	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Users can amend workflow without System Administrator (routing permits)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
System Administrator can review database metadata (who made entry)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Single User Name and Password can be used for all modules	Yes <input type="checkbox"/>	No <input type="checkbox"/>

*Continued on Next Page*

### Detailed Questionnaire

The following questionnaire must be answered as part of the response to the Request for Quotes. The City reserves the right to reject any proposal that does not answer these questions. It is acceptable to answer that the vendor does not provide the service being inquired. This will not automatically exclude the vendor from consideration. Please limit responses to questions to one page or less. The City would appreciate shorter responses where feasible.

1. Please explain how the customer is able to submit applications online. Are there limitations to the types of permits that can be submitted online?
2. Please explain how customers are able to submit payments online. Would the City be limited to a particular internet merchant account?
3. If available, please explain how the customer is able to track the status of Plan Review and Inspections online?
4. If a permit is created for property, can the user see links for information on licensing, code enforcement, etc. on the same screen? Please explain the layout and functionality.
5. Please attach screen shots of the layout of all modules and screens.
6. If your system include a mapping element, would the City need to purchase ArcSDE?
7. Where is your customer service center located? What is the cost to the City if on-site troubleshooting is required?

*Exhibits follow on next page.*

Exhibit A  
Existing City Online Payments

Building Permits

- Building Construction
  - Residential Building
  - Residential Mechanical
  - Residential Plumbing
  - Residential Septic

Business Licenses

Land Use Applications

Police and Fire Charges

- Amusement and Commercial Recreation
  - Fireworks Sales Permit
  - Lawful Gambling Permit
  - Parade Permit
  - Temporary Amusement Permit
- Public Safety
  - ATV Permit
  - Car Seat Check
  - Copies
  - Daycare Inspection
  - Fire Code Re-Inspection
  - Fireworks/Pyrotechnic Display Permit
  - Fuel Storage Tank Permit
  - Gas Line Hit by Contractor
  - Hunting Permit
  - Illegal Burning Permit