

Request for Proposal:

Permitting Enhancement Project Implementation Management



Issued By: City of Hood River, 211 2nd St. Hood River, OR 97031
Jonathan Skloven-Gill, GIS Analyst

Issue Date: November 1, 2019

Questions: Jonathan Skloven-Gill, GIS Analyst
J.Skloven@CityofHoodRiver.gov or (541) 387-5208

Questions Deadline: 5:00pm, November 21, 2019

Response Date: 5:00pm, December 6, 2019

Vendors must register to receive RFP addendum, including answers to questions provided to other interested vendors. Prospective proposers may register by sending an email to J.Skloven@CityofHoodRiver.gov

INTRODUCTION

The City of Hood River, hereinafter referred to as “City”, is seeking proposals from qualified firms to project manage the implementation phases developed in the City’s Permitting Enhancement Project design phase.

This is a limited solicitation. Any Addenda will be provided simultaneously to the firms solicited for this opportunity. This RFP and any addenda will be digitally transmitted. Any proposal received after the scheduled closing time for receipt of proposals will not be considered. It is the responsibility of the party submitting a RFP response to ensure that their proposal is received at the designated location on or before the deadline. Any objections to or comments upon the RFP specifications must be submitted in writing to the City’s GIS Analyst’s email at J.Skloven@CityofHoodRiver.gov. They must be received no later than November 21, 2019 at 5:00 PM (local time).

Proposals received will be held confidential until a recommendation for award has been approved by the City Manager. Thereafter, all Proposals will be available for public inspection by submitting a Public Records Request through the City Recorder’s Office.

The City will be the sole judge in determining award of an Agreement and reserves the right to reject all Proposals. The City reserves the right to change, cancel, or reissue this RFP at any time. RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal nor does it obligate the City to accept or contract for any expressed or implied services. The successful respondent must comply with local, state, and federal requirements regarding equal opportunity and employment practices. It is the responsibility of respondents to be aware of these requirements. The successful respondent must complete this request for proposal requirements in full to be considered, be qualified to conduct business in the City and State of Oregon, and be in good standing with the Secretary of State.

The City is soliciting proposals for independent contractor to provide expert analysis to complete the following scope of services. Vendors with a financial interest in the management of the Permitting Enhancement Project, such as the future sale of software, equipment, or other services, will not be considered. Please submit one signed original, via an electronic copy in .pdf format, of your firm’s proposal, including hourly rates, proposed schedule, and pricing to complete the project by December 6, 2019 at 5:00 pm (local time) to the City Recorder at j.grey@cityofhoodriver.gov, showing in the subject line – “Permitting Enhancement Project Management”.

ORGANIZATION OVERVIEW

Hood River's population is 7,990 encompassed in approximately 3 square miles. Located 60 miles east of Portland, Oregon, Hood River is a one-hour drive from an international airport. The City provides typical core urban services, including police, fire and emergency medical transport, public works (streets, water, sewer, stormwater, and parks) municipal and regional planning, and the necessary support services of legal, finance and general management. The City budget contains eight separate funds with All Funds appropriations of \$42.2 million. There are 69 full-time employees along with various seasonal and temporary employees.

BACKGROUND

The City of Hood River is streamlining its permitting processes to improve customer service as well as overall efficiency. For the past few years, the City's Building staff have been utilizing the online Accela e-Permitting system administered by the State of Oregon to track project progress. The City would like to more fully utilize the capabilities provided by the State's Accela system, implement Bluebeam software for online/concurrent plan review, and enhance coordination between Building, Engineering and Planning staff.

The City Manager identified the following goals for the project:

- Enhance customer service, including reducing permit process time and establishing predictable timelines for customers
- Streamline internal processes, including leveraging automated system capabilities
- Engage Building, Engineering and Planning staff to collaboratively define and implement the enhancements

A project team of City staff from the Building, Engineering, Planning and technology departments has drafted an action plan to implement improvements that will deliver on the above goals. The plan includes implementation of new technology as well as internal process re-engineering.

NEED

The City seeks a qualified consultant to provide project management, facilitation, and process and technical analysis services for the City's implementation of permitting enhancements for a period of 12 months (minimum) to 24 months.

The consultant will:

- Provide knowledge of permitting best practices in the State of Oregon
- Refine, execute and manage the project plan
- Facilitate the Project Team's work
- Lead process analysis and reengineering efforts
- Assist with assessment and implementation of new technologies
- Draft all project work products for the Project Team to finalize
- Lead weekly on-site meetings of the Project Team
- Must be present on-site for weekly meetings and other necessary events as requested

- Provide project status reports to the Project Sponsor on a weekly basis
- Prepare project communications, including to external stakeholders
- Demonstrate measurable success in meeting stated goals

SCOPE OF WORK

The Consultant will lead the City's Project Team in finalizing and executing a Permitting Enhancement Implementation Plan. The draft plan consists of 4 phases:

- (1) Building permit processes
- (2) Engineering permit processes
- (3) Planning land use decision processes
- (4) Concurrent plan review utilizing Bluebeam software

Each phase involves Building, Planning, Engineering and technology staff, as well as coordination with customers applying for permits. Each phase includes business process re-engineering to transition from paper to electronic materials, to make greater use of automated tools, to improve coordination between internal staff, and to produce shorter and more predictable timelines for customers.

The Consultant will lead the City's project team in executing each phase while completing research and refining implementation plans for the next phase. The team has estimated that the first phase can be completed in 6 months, given current constraints on staff availability. The City is currently assuming a 6-month timeline for each subsequent phase as well, resulting in a 24-month project.

The City will award a contract for the first 12 months of the project, with an option that may be exercised to allocate an additional 12 months. The project will begin as soon as possible.

DELIVERABLES

- A finalized Project Plan for each Phase, identifying specific tasks to produce project objectives and expected outcomes, as well as timeline and resources required.
- Implementation of business process changes to streamline workflow, shorten timelines, improve coordination between City staff, and improve customer service.
- Facilitation of the Project Team's assessment of the ability of the State Accela e-Permitting system to meet the current needs of the Engineering and Planning departments, as well as the City's overall needs in the foreseeable future.
- Implementation of the State Accela e-Permitting system (or other software) for use by all development departments (Building, Engineering, Planning) in processing permits and land use decisions.
- Implementation of Bluebeam Revu (or other software) for use in conducting concurrent plan reviews and improving review clarity and consistency for customers.
- A report at the conclusion of each Phase documenting measurable improvements made and outcomes achieved.

REQUEST FOR PROPOSAL

Proposers will provide the following information, in response to this request for proposal.

1. Name and address of the firm (headquarters location)
2. Name and address of the proposed consultant(s)
3. Summaries of three (3) similar engagements with other local governments (2 page(s) or less), including at minimum:
 - a. Name and contact information for the contracting local agency
 - b. Project Budget/Schedule
 - c. Project Overview
 - d. Project Outcomes
4. Brief description (1 page(s) or less) of the consultant's overall experience with permitting systems and best practices for local government
5. Brief description (1 page or less) of consultant's approach to ensure a successful implementation
6. A cost proposal
 - a. Proposed hourly rate
 - b. Estimate of travel and other expenses
 - c. Estimated total cost for each phase

NOTE: *The City expects to award a Time and Materials (T&M) contract to the successful proposer. Consultant will be paid for actual hours expended, coordinated in advance with the City's Contract Manager, with a Not-To-Exceed (NTE) limit. The estimated total cost is requested to assist in setting an appropriate NTE limit.*

PROPOSAL EVALUATION

Submittals will be evaluated on the following criteria:

1. Firm (or individual) experience and qualifications (40 points)
 - Demonstrated experience working with comparable cities on similar engagements and specific knowledge of government operations, rules, and business considerations
 - Relevant experience to scope of work
 - Recent experience to scope of work

3. Overall approach to project (20 points)
 - Overall grasp of the project
 - Response adequately addresses all four project phases and tasks
 - Proposal is expected to meet the needs of the City, providing an insight and management through the implementation of this project

4. References (20 points)
 - Adherence to budget & schedule
 - Successful completion of project objectives
 - Project's ongoing usefulness to the organization
 - Working relationship with consultant (ex. Collaboration, timeliness of communications)

5. Estimated Total Price (20 points)

The estimated total cost is requested to assist in setting an appropriate Not-To-Exceed (NTE) limit. The City expects to award a Time and Materials (T&M) contract to the successful proposer. Consultant will be paid for actual hours expended, coordinated in advance with the City's Contract Manager, within a NTE limit. Later project addendums for additional work outside the initial scope of this RFP may be approved upon mutual agreement of the vendor and City.

Business Statement *Using this form, complete and submit with your proposal response.*

1. Name of Business: _____

2. Business Address: _____

3. Phone: _____ 4. Email: _____

5. Business Classification (check all that apply)

Individual Partnership Corporation Women or Minority Owned

6. Federal Tax Number (Please attached a completed W9):

7. Name of Owner: _____

8. Does firm maintain insurance in amounts specified below? Yes: No: If no, describe.

A. Commercial General Liability insurance of at least \$1,000,000 per occurrence: \$2,000,000 aggregate; naming the City as an additional insured on the policy contingent on contract award.

B. Technology Errors & Omissions / Technology Professional Liability insurance of at least \$1,000,000 per occurrence: \$2,000,000 aggregate; naming the City as an additional insured on the policy contingent on contract award.

9. Are there claims that are pending against this insurance policy? Yes: No: If yes, describe.

10. During the past five years, has the firm, business, or any officer in the firm or business, been involved in any (1) bond forfeiture, (2) litigation personally involving the firm, business or any officer in the firm or business (other than dissolution of marriage), or (3) claims filed with any insurance carrier concerning the firm, business, or any officer in the firm or with any insurance carrier concerning the firm, business, or any officer in the firm or business. Yes: No: If yes, describe.

11. Has the company been in bankruptcy, reorganization or receivership in the last five years? Yes: No:

12. Has the company been disqualified or terminated by any public agency? Yes: No:

13. Proposal offers shall be good and valid for at least 90 days. Failure to concur with this condition may result in rejection of the offer. Does the firm accept this condition? Yes: No:

14 Having carefully examined all the documents of the solicitation, including the instruction, the undersigned proposes to perform all work in strict compliance with the above-named documents, as well as in compliance with all submitted proposal information. Yes: No:

Firm Name: _____

Signature: _____ Print Name: _____

Date: _____