

CITY OF ASHEVILLE
REQUEST FOR PROPOSALS (RFP)

No. 298-2016EDR

ELECTRONIC DOCUMENT REVIEW SOLUTION

October 17, 2016

Proposals Due: Monday, November 07, 2016

I. INTRODUCTION

The City of Asheville, NC is requesting proposals for implementation of an Electronic Document Review (EDR) solution for digital plan review submittal and mark-up. The objective is to identify and recommend an on-premise, hosted or cloud based EDR solution that allows the upload of electronic copies of plans and supporting documents and payment of associated processing fees via Accela Citizen Access (ACA). All electronic plans submitted would then be processed electronically for required and suggested changes to meet engineering, technical and City/County code standards. Direct integration with our existing self-hosted permit system, *Accela Land Management*, and existing document servers is expected. The project is expected to improve the efficient use of existing systems and related business services.

This RFP outlines the key objectives and operational functionality identified as necessary for the successful implementation of an EDR solution in our workplace. Responding firms will provide a proposal for software, implementation services, integration and training for the EDR solution.

II. PROCESS

A. PROPOSAL FORMAT

1. One (1) Copy of the Proposal, in a pdf format, should be emailed to the City contact listed below. In the interest of the environment, only electronic submissions will be accepted. An acceptable electronic submission will consist of one PDF of the proposal which can be created in whatever authoring program desired.
2. Submittals should NOT include cover letters and should be no more than 12 double-sided numbered pages, on 8.5x11 paper, staple in top left corner, single spaced, 11 point font minimum. Submissions over 24 pages will not be considered.
3. Responses shall be structured to follow the criteria sequence outlined in Section III of this RFP.

4. If a responding firm is submitting confidential information as defined in Section III of this RFP, the firm should submit one (1) Copy of their Proposal in a PDF format on a Compact Disc. This copy shall be redacted. The responding firm should briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the RFP number and the responding firm's name on the cover page and shall be clearly titled "Redacted Copy." The Redacted Copy shall be provided at the same time the firm submits the Proposal and must only exclude or obliterate those exact portions that are claimed confidential, proprietary, or trade secret.

The responding firm shall be responsible for defending its determination that the redacted portions of its documents, data or records are confidential, trade secret or otherwise not subject to disclosure. Further, the firm shall protect, defend, and indemnify the Owner for any and all claims arising from or relating to the firm's determination that the redacted portions of its proposal are confidential, proprietary, trade secret or otherwise not subject to disclosure. If the responding firm fails to submit a Redacted Copy with its reply, the City may produce the entire documents, data or records submitted by the firm in answer to a public records request for these records.

B. QUESTIONS AND SUBMISSIONS OF RFP

Any questions concerning this RFP shall be directed via email to Diane Meek at dmeek@ashevillenc.gov. All correspondence shall include "298-2016EDR" in the subject line of the email.

Responses to questions will be addressed in the form of a written addendum and will be posted at this web address (<http://www.ashevillenc.gov/Departments/Purchasing/RequestsforBidsProposals.aspx>). It is the sole responsibility of each responding firm to ensure that they have accounted for all addenda provided by the City.

Proposals must be delivered electronically to Diane Meek, City of Asheville (email to dmeek@ashevillenc.gov) by **4:00 p.m. EDT on Monday, November 7, 2016**. All responses shall include "298-2016EDR" in the subject line of the email. Responses received after this deadline will not be considered. Proposals which do not comply with the instructions set forth herein will not be considered. In an effort to avoid errant delivery of proposals (e.g. spam filters), all proposers should send a test email to the email address above in advance of the proposal due date. Responses will be sent to confirm that the test email has been received. Confirming delivery of the proposal is the sole responsibility of the originator of the proposal.

The City of Asheville, at its sole discretion, can reject any or all proposals submitted in response to this RFP. The City shall not be liable for any costs incurred in connection with the preparation and submittal of any proposal.

C. ANTICIPATED TIMELINE

Day/Date	Description
October 17, 2016	RFP is released
October 31, 2016 by 4 p.m.	Questions are due
November 3, 2016 by 12 p.m.	Addendum posted with answers to questions
November 7, 2016 by 4 p.m.	RFP responses are due
November 8-15, 2016	Review of proposals
November 18, 2016	Notification of applicants selected for interview
Week of November 28, 2016	Interviews and demos (remote)
December 9, 2016	Vendor selection
January, 2017	Contract Negotiation
January, 2017	City Council Approval
March, 2017	Project Initiation
January, 2018	Project Completion

Upon award of the contract, a meeting with City staff will be scheduled to review the project schedule and plan for implementation.

D. EVALUATION AND SELECTION

The City will establish a committee that will review and evaluate each proposal on a standardized form. Responses will be evaluated on their completeness and ability to meet the City’s requirements as stated in **Section III** of this request. Selection will be with the best qualified responding firm as determined solely by the review committee based on the best overall proposal that is in the best interest of the City.

The selection committee may elect to short list the responding firms and conduct written or oral discussions as necessary to make a selection.

- The City reserves the right to modify or cancel the selection process or schedule at any time.
- The City reserves the right to waive minor irregularities.
- The City reserves the right reject any and all responses to this RFP and to seek new submittals if it is in the best interest of the City to do so.
- The City reserves the right to seek clarification or additional information from responding firms as it deems necessary to the evaluation of the response.
- This Request does not obligate the City to enter into an agreement or pay any costs incurred by any responding firm in preparation and submission of a statement of qualifications or proposal.

III. SCOPE OF WORK

Each responding firm must provide a comprehensive proposal for software, implementation services, integration and training for the Electronic Document Review (EDR) solution. Please provide a brief response to all items identified in Section III of this RFP.

A. GENERAL REQUIREMENTS:

1. General Information:

- a. Provide the name of the prime contact person with email address and phone number. Identify position within the firm and involvement with the project.
- b. Identify key team members and their background and related experience. Explain the roles they will play through project implementation.

2. Experience:

- a. Please cite at least three (3) references for whom the service provider has furnished EDR services as described herein within the last three to five years. Please reference municipalities who operate a “one-stop shop” for all permitting needs. References should include the name of the organization, a brief summary of the contract and the name and contact information of a responsible contact person.
- b. Please describe your experience within the last 24 months with professional electronic document review solutions using a direct integration with Accela Land Management. Please describe your resources and procedures for providing implementation services and ongoing support.

3. Project management plan and implementation schedule:

- a. Please provide an expected implementation schedule to begin in March 2017 with milestones and anticipated completion. Refer to the Anticipated Timeline identified in Section II.
- b. Include any project assumptions needed to meet the anticipated schedule.
- c. Include a plan for providing periodic status updates.
- d. Include Schedule and plan for testing and acceptance.
- e. Training: Please specify the expected quantity and type (remote vs. on-site) recommended for your proposed solution to be successful. Also describe available training documentation, knowledge base, videos, etc.
- f. Please define go-live and post go-live support.
- g. Schedule should include time to modify workflow processes as needed to maximize performance of EDR solution.

4. Pricing:

Please provide specific details and pricing for the proposed items described in this document. All offerings should be itemized representing a turn-key implementation.

- a. Estimated cost per seat or license of proposed software solution
- b. Provide a Fixed Price for Services.
- c. Provide price per unit for each additional Correction Report beyond those required in Section III.B.2
- d. Provide price per unit for each additional customized stamp beyond those required in Section III.B.2
- e. Identify estimated travel and related expense.
- f. Identify hourly rate, along with estimated time and materials.
- g. Include payment schedule/terms.
- h. Include your Change Order Policy

5. Minority Businesses Participation:

The City of Asheville has adopted a *Minority Business Plan* to encourage participation by women and minority businesses in the award of contracts. The responding firms are hereby notified that this RFP and the subsequent contract are subject to the provisions of that Plan.

Each responding firm shall provide a statement indicating how you will perform minority outreach for this project. The selected firm will be asked to provide documentation indicating their outreach efforts.

It is the policy of the City to (1) provide minorities an equal opportunity to participate in all aspects of its contracting and procurement programs and (2) to prohibit any and all discrimination against persons or businesses in pursuit of these opportunities. Information on city policies related to minority and women owned business enterprises is available here:

<http://www.ashevollenc.gov/Departments/EconomicDevelopment/MinorityBusinessProgram.aspx>

Questions regarding the Minority Business Plan may be directed to Brenda Mills, Economic Development Specialist, City of Asheville, Post Office Box 7148, Asheville, NC 28802-7148 or by phone at (828) 259-8050

or by e-mail at bmills@ashevollenc.gov

You can access two sources for certified minority firms at www.ips.state.nc.us/ips/vendor/searchvendor.aspx?t=h and www.doa.state.nc.us/hub to search for vendors.

6. Acknowledgements and Disclosures:

Please provide an acknowledgement of each condition outlined in this subsection.

- a. **Insurance:** The Successful Firm (Firm) agrees to keep and maintain for the duration of this Agreement including but not limited to commercial general liability, professional liability, workers' compensation, employer's liability, with at least the minimum limits shown below. The Firm shall provide evidence of insurance coverage consistent with this requirement prior to contract award.

The Firm shall furnish the City with certificates of insurance for each type of insurance described herein, with the City listed as Certificate Holder and as an additional insured on the firm's general liability policy. In the event of bodily injury, property damage, or financial loss caused by the Firm's negligent acts or omissions in connection with Firm's services performed under this Agreement, the Firm's Liability insurance shall be primary with respect to any other insurance which may be available to the City, regardless of how the "Other Insurance" provisions may read. No work shall be performed until the Firm has furnished to the City the above referenced certificates of insurance and associated endorsements, in a form suitable to the City.

- Commercial General Liability: \$1,000,000 per occurrence
- Professional Liability: \$1,000,000 per claim-made
- Workers' Compensation: Statutory
- Employer's Liability: \$100,000

- b. **Indemnification:** The Successful Firm (Firm) shall indemnify, defend and hold harmless the City and its subsidiaries, divisions, officers, directors and employees from all liability, loss, costs, claims, damages, expenses, attorney fees, judgments and awards arising or claimed to have arisen, from any injury caused by, or allegedly caused by, either in whole or in part, any act or omission of the Firm or any employee, agent or assign of the Firm. This provision is not applicable to any claim arising out of or related to any active or primary negligence of or by City, its officers or employee. Nothing herein shall be construed as a waiver on the part of the City to any defense of any claim, including, but not limited to the defense of governmental immunity.

- c. Indictments and Convictions:** The responding firm shall disclose any indictment for any alleged felony, or any conviction for a felony within the past five years, under the laws of the United States or any state or territory of the United States, and shall describe the circumstances for each. When a firm is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any similarly governing body. If an indictment or conviction should come to the attention of the City of Asheville after the award of a contract, the City of Asheville may exercise its stop-work right pending further investigation, or terminate the agreement; the contractor may be subject to penalties for violating any law that may apply in the particular circumstances. Proposers must also disclose if they have ever been debarred or suspended by any agency of the U.S. government or the North Carolina Department of Labor.
- d. E-Verify Employer Compliance:** By submitting a proposal the responding firm and their subcontractors with 25 or more employees as defined in Article 2 of Chapter 64 of the NC General Statutes, certify they shall comply with E-Verify requirements to contract with governmental units. E-Verify is a Federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law. E-verify can be accessed via this link: <http://www.uscis.gov/e-verify/employers>
- e. Iran Divestment Act Certification:** By submitting a proposal, the responding firm certifies that, as of the date of submission, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86.58. In compliance with the requirements of the Iran Divestment Act and N.C. G. S. § 147-86.59, the firm shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.
- f. Delinquent Taxes:** Firms responding to this request are notified that City policy, adopted by City Council Resolution No. 93-139, prohibits the City from entering into contracts with persons or firms who are delinquent in the payment of ad valorem taxes owed to the City of Asheville.
- g. Drug Free Work Place:** The City is a *drug-free workplace* employer. By responding to this request, the Firm certifies that they and their subcontractors shall comply with the City's Drug Free Workplace policy. This policy may be viewed at the following: <http://www.ashevillenc.gov/Departments/Purchasing/DrugFreeWorkPolicy.aspx>

- h. Public Information:** Upon receipt by the City, each proposal becomes the property of the City. In general, documents that are submitted as part of the response to this RFP will become public records, and will be subject to public disclosure. North Carolina General Statutes Section 132-1.2 and 66-152 provide a method for protecting some documents from public disclosure. If the responding firm follows the procedures prescribed by those statutes and designates a document "confidential" or "trade secret", the City will withhold the document from public disclosure to the extent that it is entitled or required to do so by applicable law.

Any firm that designates its entire proposal as a trade secret may be disqualified from consideration. In submitting a proposal, each firm agrees that the City may reveal any trade secret materials contained in such response to all City staff and City officials involved in the evaluation process and to any outside consultant or other third parties who serve on the evaluation committee or who are hired by the City to assist in the evaluation process. If the City determines that a document that the responding firm has designated "confidential" or "trade secret" is not entitled to protection from public disclosure, the City will provide notice of that determination to the contact person designated by the firm, in any reasonable manner that the City can provide such notice, at least five business days prior to its public disclosure of the document. If the firm does not designate anyone to receive such notice, or if, within five business days after the designated person receives such notice, the firm does not initiate judicial proceedings to protect the confidentiality of the document, the City will not have any obligation to withhold the document from public disclosure.

By submitting to the City a document that the firm designates as "confidential" or "trade secret", the firm agrees that in the event a third party brings any action against the City or any of its officials or employees to obtain disclosure of the document the firm will indemnify and hold harmless the City and each organization's affected officials and employees from all costs, including attorney's fees, incurred by or assessed against any defendant, of defending against such action. The firm also agrees that at the City's request the firm will intervene in any such action and assume all responsibility for defending against it, and that the firm's failure to do so will relieve the City of all further obligations to protect the confidentiality of the document.

B. SOLUTION REQUIREMENTS

1. Key Objectives:

- a.** Enhance current system to improve operational effectiveness and productivity.
- b.** Significantly reduce paper-based workflow processes and forms; reducing physical storage requirements by allowing customers to submit applications and electronic

(digital) plan sets over the internet through the enhancement of our existing online system; ACA.

- c. Ensure complete submittals by forcing the on-line applicant to attach specified documents as determined by record type and/or values entered during the application process.
- d. Require applicants to pay specified fees prior to acceptance of online submittal.
- e. Enhance communications between and amongst reviewers and developers who are in different departments and/or locations through automated notifications and updates.
- f. Implement a user-friendly review tool that supports collaborative review; allowing multiple users to perform the review concurrently.
- g. Implement a multi-format document viewer and comment toolset that provides drawing markup capabilities and revision tracking for audit trails of all review activity.
- h. Establish a cost effective process for maintaining and configuring the solution over the long term as new and changing requirements emerge.
- i. Provide secure web-based solution that facilitates use by any device, anytime, and anywhere by authorized personnel and/or authorized external agency.

2. System Functionality and Related Services:

- a. Implementation shall have the ability to define and store each re-iteration of plan review sets.
- b. Implementation shall facilitate two way communications with document server.
- c. Implementation shall allow all comments added to plan set shall be stored in the Accela database as part of the related record/workflow.
- d. Plan Review software shall
 - i. Include markup, measurement, overlay, stamp and comment tools. Comment and Stamp tools shall allow customization. Implementation shall include a minimum of five custom stamps.
 - ii. Include access or integration with *standard comments*.
 - iii. Include the ability to assign color codes to comments and markups by department or division.
 - iv. Include the ability to filter comments and markups by division and/or user.
 - v. Include the ability to collate review comments from all reviewers into a single Correction Report. Implementation shall include a minimum of two customized Correction Reports
 - vi. Include the ability to cross reference review comments in Correction Report to the plan set markup tag.
 - vii. Include the ability to overlay plan sheets, allowing users to review two drawings on top of each other to identify changes. Ability to adjust placement of sheets for alignment of drawings.
 - viii. Include the ability to flatten all review comments into the plan set via an automated process that converts the file to a pdf for return to applicant.

- e. Responding firm will provide business process mapping for workflow and scripting modifications required to allow on-line submittals for two modules. The relative implementation and testing shall be reflected in the proposed PM schedule. See Section IV for Supplemental information.

3. Specifications:

- a. Include definition of whether product supports vector or raster based images.
- b. Include specifications for required computer hardware and software upgrades.
- c. Include specifications for large format scanners.
- d. Include system architecture and design documents.
- e. Include application integration specifications.
- f. Include a proposed licensing scheme.

Provide details on licensing structure of proposed solution.

Note: It is expected that the City of Asheville may have up to 100 employees who need to access the system for storing/retrieving documents and metadata. Please describe any additional licensing options (named users versus floating) as well as solutions to provide broader read-only access to documents including public access.

- g. Implementation shall have a direct integration with Accela Land Management v8.0 or greater and Accela Citizen Access.
- h. It is preferred that the proposed solution have single sign-on capabilities (e.g. Active Directory integration, Google OAuth, etc.).
- i. Include a recommendation for document storage related to EDR functions. Currently the City is utilizing Accela Document Service (ADS), Google Drive and AODocs for document storage. The City is interested in utilizing Google Drive for document storage related to the Accela platform and EDR.
- j. Product shall not require the use of Adobe Flash Player or Silverlight.
- k. Data ownership and control; all data must remain the legal property of the City of Asheville

4. Optional:

If the proposed solution is provided as Software as a Service, please provide the following:

- a. Number of hosted clients and end-users supported by your company
- b. Proposed service level agreement
- c. Security including firewall security, authentication controls, and data encryption capabilities
- d. Support model including cost structure for support calls/requests
- e. Methods for removing data from the cloud and avoiding vendor lock-in; how can data be retrieved, how often, and in which form and format; any costs for extracting data from the cloud

IV. SUPPLEMENTAL INFORMATION

The City currently utilizes ACA for several over-the-counter permits not requiring plan review. This service will be expanded upon to broaden available application types and allow electronic plan submittal. We have identified 40 Records using 3 different Processes in the Permits module and another 10 Records using 5 different Processes in the Planning module. This is subject to change.

Current configuration details are available for preview at

<https://drive.google.com/drive/folders/OByRn5jAxW8fhYTixMXNEUW9Vb1E?usp=sharing>

List of Included Documents Provided:

1. **EDR Records** is a spreadsheet listing of possible record types that will be used in the EDR process with generalized idea of the types of fees and documents required at time of online submittal.
2. **PLANNING workflows.pdf** is a general outline of some planning workflows currently in use.
3. **MASTER V4.pdf** is a diagram of the Commercial & Residential “Master” workflow currently in use.
4. **DIVISION REVIEW (subprocess).pdf** is a diagram of the “Division Review” sub-process used in the MASTER V4 process.
5. **COMMFIRE.pdf** is a Commercial Fire workflow for trade permits (typically a child record)

End of Document

City of Asheville
EVALUATION FORM
FOR
RFP 298-2016EDR
 (To be completed by Selection Committee)

Name of Responding Firm _____

Score	Criteria	Possible Pts.
___	1 Relevant experience providing similar implementations for “one-stop shop” agencies using Accela.	10
___	2 Ability to commit resources and provide desired level of management, support and training.	5
___	3 Ability to provide a turn-key project at the best value.	30
___	4 Ability to meet city contract requirements.	5
___	5 Acceptability of approach methods; including scheduling, responsibilities, specifications and system architecture.	10
___	6 Ability to meet the key objectives for the project including full integration with Accela.	30
___	8 Functionality of mark-up and communication tools.	10
___	Total	100

Evaluated by: _____ Date: _____

Notes / Comments: