

REQUEST FOR PROPOSALS

**RFP #2021-03**  
COMMUNITY DEVELOPMENT  
PLANNING AND BUSINESS LICENSE REVIEW SOFTWARE FOR  
SPRINGVILLE CITY, UTAH

Submit your Proposal via <https://tinyurl.com/springvillebids> :  
Proposals must be submitted prior to the date and time indicated. Bids will not be accepted after:

**Thursday, February 25 - 10:00 a.m.**

All questions regarding this RFP shall be submitted  
through Sciquest

Josh Yost, Community Development Director

Email: [jyost@springville.org](mailto:jyost@springville.org)

Phone: (801) 489-2705

Delivery Requirement:

**FAILURE TO SIGN THIS SECTION WILL DISQUALIFY YOUR RESPONSE**

The undersigned agrees to furnish the articles and/or services listed in this document at the prices and terms stated, subject to the requirements of this Request for Proposal including, but not limited to, the standard contract terms and conditions:

Firm Name	
Signature	
Printed Name	
Date	Phone
Fax	
Email	Website



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**REQUEST FOR PROPOSAL (RFP #2021-03)  
FOR  
COMMUNITY DEVELOPMENT  
PLANNING AND BUSINESS LICENSE REVIEW SOFTWARE FOR  
SPRINGVILLE CITY, UTAH**

**DUE: Thursday, February 25 - 10:00 a.m.**

**I. Background**

Incorporated in 1853, Springville City is a community of approximately 33,000 residents located in south Utah County. The Community Development Department administers Planning, Building, and Business Licensing services for the City.

The department lacks a coordinated software system to manage Planning and Business Licensing functions. The City Council has allocated funds to procure software to improve the efficiency, transparency and customer service quality of these department functions.

**II. Objective and Scope**

The purpose of this request for proposal (RFP) is to enter into a contract with a software provider (Contractor) to provide software for the administration of planning applications and business license reviews and approvals.

**A. LIST OF DESIRED FUNCTIONALITY**

The software shall provide the functionality described in Attachment 2 List of Desired Functionality. The proposer shall describe their software's compliance with the specifications.

**III. Implementation Timeframe**

The selected software vendor shall complete implementation of the software system and conversion of all existing records into the system prior to June 1, 2021.

## **IV. Submission of Proposals**

NOTICE: By submitting a proposal in response to this RFP, the proposer is acknowledging that the requirements, scope of work, and evaluation process outlined in this RFP are fair, equitable, not unduly restrictive, understood and agreed to. Any exceptions to the content of the RFP must be protested to the City prior to the closing date and time for submission of the proposal.

Proposals must be received by the submission deadline of Thursday, February 25 no later than 10:00 a.m. MST. Proposals received after the deadline will be late and ineligible for consideration.

**Proposals must be submitted electronically through SciQuest**

## **V. Proposal Qualification Requirements**

Interested software vendors must include the following information in their proposal to be considered:

### A. Profile of the Software Vendor

The profile of the proposers should provide general background information. This should include:

1. The organization and size of the proposer, whether it is local, regional, national or international in operations.
2. The location of the office from which the work is to be done and the number of professional staff, by staff level, employed at the office.
3. Is the proposer, any principals of the proposer, or any affiliate to the proposer the focus of any pending or ongoing litigation, formal investigation, or administrative proceedings? If yes, please describe.
4. A list of current municipal clients served by the proposer.

### B. Proposer's Qualifications

1. Identify the staff members who will work on the implementation and support of the software.
2. Describe the recent experience implementing software in similar municipal environments.

### C. Proposer's Approach to the Proposed List of Desired Functionality

Submit a general description of the software’s compliance with the attached specification. Describe any requirements not met by the software including any available workarounds, applicable features in development or a proposed cost for development of the features. Describe any additional features or functionalities not included in the specification.

D. Time Requirements

Detail how the implementation deadline will be met.

E. Data Security

Describe how the proposer’s software addresses data security.

F. Non-discrimination Clause

Affirm that the firm does not discriminate against any individual because of race, religion, sex, color, age, handicap or national origin, and that these shall not be a factor in consideration for employment, selection of training, promotion, transfer, recruitment, rates of pay, or other forms of compensation, demotion, or separation.

**VI. Additional Requirements**

- A. Document Retention – Client records created or managed within the proposer’s software must be retained in accordance with the State of Utah Records Retention Schedule.
- B. Payment Integration – Springville City currently uses Xpress Bill Pay as its online payment processor. Integration of this payment processor with the proposer’s software is preferred.
- C. Compensation for Services – An initial payment will be made upon contract signing. Final payment will be made upon completion of software implementation and record conversion.
- D. Availability of Staff - Springville City staff will be available to respond to all requests for information, training sessions and implementation tasks.

**VII. Evaluation of Proposals**

<b>% of Scoring Weight</b>	<b>Evaluation Criteria</b>
Mandatory	Current business license of proposer.
20%	<u>Technical Experience of the Firm</u> a) Government software experience, including number and size of past and current governmental clients (with specific emphasis on municipal clients).

20%	<u>Qualifications of Staff proposed to perform the implementation</u> a) Years of software implementation experience (with specific emphasis on municipal clients).
25%	<u>Responsiveness of the proposal</u> in clearly stating compliance with the attached List of Desired Functionality: a) Number of requested functions provided b) Additional functionality
35%	<u>Cost of the Software</u>

Right to Reject

Springville City reserves the right to reject any and all proposals submitted and to request additional information from all proposers. Any contract awarded will be made to the proposer who, based on evaluation of all responses (applying all criteria and oral interviews if necessary) is determined to be the best to provide the software and implementation.

## VIII. Protected Information

The Government Records Access and Management Act (GRAMA), Utah Code, Subsection 63G-2-305, provides in part that:

*The following records are protected if properly classified by a government entity:*

(1) *trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63G-2-309 (Business Confidentiality Claims);*

(2) *commercial information or non-individual financial information obtained from a person if:*

(a) *disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;*

(b) *the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and*

(c) *the person submitting the information has provided the governmental entity with the information specified in Section 63G-2-309;*

\* \* \* \* \*

(6) *records, the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except . . . that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;. . .*

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror must:

1. Provide a written Claim of Business Confidentiality at the time the information (proposal) is provided to the Entity,

2. Include a concise statement of reasons supporting the Claim of Business Confidentiality (Subsection 63G-2-309(1)), and

3. Submit an electronic “redacted” (excluding protected information) copy of your proposal response. Copy must clearly be marked “Redacted Version.”

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. **Pricing and service elements may not be protected.** The Claim of Business Confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

**An entire proposal cannot be identified as “PROTECTED”, “CONFIDENTIAL” or “PROPRIETARY” and may be considered non-responsive if marked as such.**

All materials submitted become the property of the Entity. Materials may be evaluated by anyone designated by the Entity as part of the proposal evaluation committee. Materials submitted may be returned only at the Entity’s option.

# ***ATTACHMENT 1***

**RFP #2021-03**

**COMMUNITY DEVELOPMENT  
PLANNING AND BUSINESS LICENSE REVIEW SOFTWARE FOR  
SPRINGVILLE CITY, UTAH**

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TO: Springville City Corporation  
Community Development Department  
110 South Main Street  
Springville, Utah 84663

The undersigned, having carefully read and considered the Request for Proposal to provide Planning and Business License Review Software for Springville City, does hereby offer to perform such services on behalf of the City, in the manner described and subject to the terms and conditions set forth in the attached proposal. Services will be performed at the rates set forth in said proposal.

**OFFEROR**

Company Name: \_\_\_\_\_

Doing business as:  **an individual**  **a partnership**  **a corporation**  **a limited liability company** (mark appropriate box), duly organized under the laws of the State of \_\_\_\_\_.

BY: \_\_\_\_\_  
(Signature of authorized representative) (Please Print or Type Name)

**PRINCIPAL OFFICE ADDRESS:**

Street Address \_\_\_\_\_

City \_\_\_\_\_ County \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ FAX (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_

**TAXPAYER IDENTIFICATION NUMBER:**

Employer I.D. No. \_\_\_\_\_ OR Social Security No. \_\_\_\_\_  
(Corporation or Partnership) (Individual)

**ALL PROPOSALS MUST INCLUDE COVER SHEET, ATTACHMENT 1,  
PROPOSAL CONTENT & EVALUATION REQUIREMENTS  
LISTED IN THE RFP.**



# ***ATTACHMENT 2***

## **List of Desired Functionality**

### Planning

- Public facing online portal
  - Applicant accounts
  - Submit applications
  - Calculation and payment of fees
  - Notifications of reviews and revisions
  - Notifications for meetings and approvals
  - View project documents
  - Public access to project list and basic information
- Development review
  - Development review team member dashboard
  - Send review tasks to reviewers
  - Track review status
  - Integrate with Bluebeam
  - Track versions and required revisions
- Document Management
  - Integration with Docuware
  - Insert application data into staff reports and other templates
  - Submission version management
  - Finalization and archiving of application
- Reporting
- GIS integration
  - Fetch property data into application
  - Map cases or export/integrate with ArcMap
- Application Types
  - Annexation
  - Zone Text Amendment
  - Zone Map Amendment
  - General Plan Text Amendment
  - General Plan Map Amendment
  - Board of Adjustment Variance
  - Board of Adjustment Appeal
  - Certificate of Non-Conformity
  - Conditional Use Permit
  - Condominium Plat
  - Fence Permit
  - Subdivision
  - Site Plan
  - Landmark Register Nomination

### Business Licensing

- Public facing online portal
  - Applicant accounts
  - Submit applications

- Calculation and payment of fees
  - View application review status
  - View license status
  - License renewal
  - Automated renewal notifications within portal, by email, mail, or other services
- Staff review
  - Review team member dashboard
  - Send review tasks to reviewers
  - Track review status
- Document Management
  - Integration with Docuware
  - Submission version management
  - Finalization and archiving of application
  - Generation of business license form
- Reporting