



HILLTOWN TOWNSHIP REQUEST FOR PROPOSALS (RFP)

DESCRIPTION:

Hilltown Township is seeking proposals from qualified vendors to provide and implement a computerized permit tracking system. The system must be capable of tracking a variety of common building, land use, complaints, engineering, and other such permits. In addition, the system must also be capable of managing and tracking information associated with the Township's asset management list, water and sewer assets and infrastructure mapping through ArcGIS.

MINIMUM QUALIFICATIONS:

Qualified vendors must demonstrate significant experience implementing permit tracking systems and providing customer support to local governments in the Commonwealth of Pennsylvania. References and examples of work successfully completed for other jurisdictions are required, along with on site module demonstrations upon request.

PRODUCT SPECIFICATIONS:

Hilltown Township is seeking a permit tracking system. The permit tracking system, and all associated support functions, must be consistent with the following:

- **Permit Database** – The system must include a searchable database which can indefinitely retain records of all permits issued by the Township. This database must be capable of sorting permits by types and must include all essential permit information such as location, disposition, inspection records, important dates, processing time, and assigned staff.
- **Reports** - The system must be capable of quickly generating custom reports on permit data such as: average processing time, number of permits issued within a given date range, number of permits associated with parcel number or address ranges, and number of housing units completed.
- **Fees and Cashiering** – The system must be capable of assigning appropriate fees to each permit type based on relevant permit attributes. The system must also be capable of handling all cashiering functions associated with receiving, approving, and issuing permits. E-commerce is a necessity.
- **Customization** – Hilltown Township must be able to quickly, and without additional cost, modify key aspects of the permit tracking system such as: adding or deleting permit types, changing information fields, changing the format of reports, permits, and receipts, adding, editing, or deleting permit conditions, and changing permit fee amounts and types. Further, mail merge capability is essential for any permits to advise neighbors within 500ft of the project.
- **Data Migration and Portability** – The Township will retain ownership of all permit data and information. Data kept, or generated by, the permit tracking system must be fully portable and readable without specialized or proprietary software. In addition, the selected vendor will be expected to move data and information from the Township's existing permit tracking system to the new system.

- **Compatibility** – The permit tracking system must be capable of integration with the Township's existing accounting and business licensing system and website. The selected vendor will be expected to manage and successfully complete this integration. The system must also be capable of regularly receiving updated information from the Bucks County Planning Commission's parcel information database. It is essential digital forms are able to be submitted directly from the website and received by the database. A Cloud based system is essential.
- **Users** – All proposals must support at least 8 full time users. The system must provide the capability of adding additional users and licenses should it be required in the future.
- **Additional Data and Information** – Township staff must be able to attach pictures, letters, maps, and other documents to specific permits.

EVALUATION PROCESS:

Proposals will be evaluated in two phases. In the first phase, proposals will be reviewed by a committee comprised of representatives from the Township's engineering, building and zoning, finance, and administrative departments. After each proposal has been evaluated by the committee, a decision will be made by the Board of Supervisor's based on the committee's recommendation and the selection criteria below. If the Township determines that none of the proposals meet its needs, the RFP may be reissued.

SELECTION CRITERIA:

All proposals will be evaluated based on the following criteria and considerations:

- **Quality of Product or Service**
 1. The product or service is fully consistent with the specifications identified above.
 2. The permit tracking system is user friendly, and includes visually pleasing and intuitive graphics and user interfaces.
 3. The work flow, or permit processing steps, are logical, intuitive, and time efficient.
 4. Key aspects of the system can be easily updated, or modified, by staff or outside support without additional expense to the Township.
- **Experience and Customer Service**
 1. The proposal demonstrates that the vendor has experience providing similar systems to local governments in the Commonwealth of Pennsylvania.
 2. References are included for local governments that use the vendor's products or services. The Township may contact, or visit, these jurisdictions to evaluate the quality of the vendor's product and to verify the local government's customer service experience.
 3. The vendor, and its employees, must have a strong reputation for customer service and responsiveness.
- **Budget and Value**
 1. The initial startup cost and all ongoing expenses are clearly stated and reasonable.
 2. The budget includes, and clearly itemizes, all costs and expenses associated with making the system fully operational and supporting the number of users identified in the specifications section.
 3. Customer service or technical support costs are reasonable. Repairs necessary to maintain the system's functions and capabilities are included in any licensing or subscription fees.
 4. The proposal provides the highest level of functionality in relation to its costs and best suits the Township's needs.

- **Schedule**

1. The proposal includes a clearly articulated schedule and list of tasks necessary to implement the permit tracking system as quickly as possible.

SUBMITTAL REQUIREMENTS:

One electronic copy of all application materials, in PDF format, shall be submitted to Hilltown Township. All proposals must include the following information:

- **Vendor Information** – The vendor name, address, phone number, and email address must be included. The proposal must identify the project manager or primary contact and all team members, including any subcontractors, who will be assigned to work on the project.
- **Proposal Description** – Provide a complete description of the functions, capabilities, and specifications of the product you will be providing. The description should identify any hardware or storage requirements necessary to make the proposal operational. Also, any options or capabilities which are not included in the budget must be clearly identified as such.
- **Budget** – The budget must identify which aspects of the proposal are startup (one time) costs and which costs are ongoing or reoccurring, such as licensing, technical support, or subscription fees.
- **References** – Provided at least two examples of local governments that currently use a permit tracking system provided by your firm. Contact information should be provided for staff members familiar with your system.
- **Project Schedule** – A formal schedule will be finalized with the selected vendor; however, the proposal should include a preliminary schedule which identifies key steps in the implementation process and the amount of time needed to complete the project. The proposal should also indicate how soon your firm would be available to begin work on the project.

EVALUATION SCHEDULE:

Proposals must be submitted to the Deanna Ferry, Hilltown Township Manager by 12:00 P.M. November 4, 2024. Late proposals will not be accepted. The Township anticipates making a selection decision by December 31, 2024. Vendors meeting the minimum qualifications may be asked to participate in an interview with the Township's selection committee.

COST AND DISPOSITION OF PROPOSALS:

Vendors and firms submitting proposals are solely responsible for the costs of preparing the proposal and attending any interviews with Township staff. Hilltown Township shall not be responsible for any costs associated with preparing or submitting a proposal. The Township may reject any proposal at any time with no cost or penalty. The Township also reserves the right to waive immaterial defects and minor irregularities in proposals.

COMMUNICATION:

All communication regarding this RFP shall be directed to:

Deanna Ferry, Township Manager
Hilltown Township
13 West Creamery Road
PO Box 260
Hilltown, PA 18927
215-453-6000 x212
dferry@hilltown.org