

# **City of Scottsbluff, Nebraska**

**Monday, November 15, 2021**

**Regular Meeting**

## **Item Consent2**

**Council to approve the advertising of a Request for Proposal for the purchase of real-time permit and asset management system software, to be used by various departments, and authorize the City Clerk to advertise for proposals to be received by December 10, 2021 at 2:00 p.m.**

**Staff Contact: Kim Wright, City Clerk**



## **CITY OF SCOTTSBLUFF**

**2525 CIRCLE DR.  
SCOTTSBLUFF, NE 69361**

**PHONE 308-632-4136 FAX 308-630-6294**

### **REQUEST FOR PROPOSAL Permit/Asset/Work Management Software and Implementation**

**Issued by:  
Taylor Stephens  
GIS Analyst  
2525 Circle Dr.  
Scottsbluff, NE 69341  
Tel. 308-632-2177  
Fax 308-630-6294  
Email: [tstephens@scottsbluff.org](mailto:tstephens@scottsbluff.org)**

<b>Date Issued</b>	November 19, 2021
<b>Deadline for Questions</b>	November 26, 2021
<b>Proposals must be Post-Marked On or Before</b>	December 3, 2021

The City of Scottsbluff is accepting proposals from qualified software solution providers, developers as outlined in the following Scope of Work section. We invite your firm to submit a proposal to us by December 10, 2021 at 2:00 p.m., for consideration. A description of our organization, the services required, and the proposal requirements follow.

## Table of Contents

Introduction	3
Who May Respond	3
Objective	3
Scope of Work	3
Terms of Contract	7
Insurance Requirements	7
Indemnification	8
Proposal Requirements	8
Proposal Submission Instructions	9
Evaluation Criteria	10
Signature Page (Attachment A)	11
Proposal Checklist (Attachment B)	12
Pricing Schedule (Attachment C)	13

## **Introduction**

The City is a local government entity, located in Scotts Bluff County, Nebraska, serving a population of approximately 15,000 citizens. The City provides many direct services to its community. This includes water utilities and wastewater collection and treatment, operation, and management of street network within city limits, parks, emergency services, tourism and marketing and many other capital improvement projects.

The City manages permits, assets and work orders with various tools and software products. For example, staff uses the financial, utility billing and inventory modules within Tyler Encode software system to track limited fixed assets. Individual departments use a variety of spreadsheets, maintenance logs, limited ESRI software to process work orders and support assets as well as Beehive to manage the permitting process.

## **Who May Respond**

The software solution provider shall have experience with installation, implementation, and commissioning of the software including development of user acceptance testing, system integration, and connectivity to existing resources.

## **Objective**

The City's objective is to contract with a skilled, experienced professional firm that will represent the City's best interest.

The need for a real-time permit and asset management software system has been identified by the City to support many of the activities listed above. The City staff needs an improved permitting, asset management, and work order system that allows them to track activity and costs by asset in real-time. Process plans, management and scheduling and tracking the completion of preventive maintenance is also important. The City's staff needs to be able to inventory and track assets, provide a customer portal and web-based access. Transparency and access to internal staff and external customers is also important to the City. Accountability to upper management and City Council – through effective reporting of data and information – is a goal of staff for the permitting/asset/work management system as well. The information below provides more detailed information regarding the City's requirements for the system.

## **Scope of Work**

The City is seeking request for proposals (RFP) for a permit and asset management software system and its related installation, configuration, data conversion/migration, implementation, and training services for a centralized and optimized maintenance and operations activities to record, make reports, develop historical analysis, and provide forecasting for future decision making. The system will also need to include a tracking system of equipment/assets, including preventive maintenance, work order generation, inventory, employee labor hours, work order scheduling, and work order history. The system will need to manage assets associated with facilities, parks, and other assets, create work orders, follow workflow approvals, and must be integrated real-time bidirectionality with ESRI GIS and Tyler Technologies. The system will be used by the Public Works Department, Transportation Department,

Development Services Department, Finance Department, and the Parks and Recreation Department, to increase staff productivity and efficiency and to provide better management information to the organization's leadership. It is the City's preference to enter into an agreement with a single software solution provider that functions as a primary contact in providing the complete range of required functionality and related services.

Providers submitting in response to this RFP must meet the following requirements:

1. An easy-to-use product for users as well as information technology staff support
2. Successful experience implementing the proposed software.
3. Meet all functional and technical requirements stated with the RFP using commercially available, robust, off-the-shelf-turn-key-solution software that requires minimal customization to implement and maintain and operates with ease for both internal staff and external customers.
4. Includes real-time and offline integration with GIS (geographic information systems) ESRI software
5. A highly intuitive system from a user perspective that can position the City to take advantage of technology to improve departmental performance and efficiency.
6. Easy access to the data for robust reports and query generation without the need for a programming specialist
7. Support for a user-friendly mobile technology that allows access to all system functionality
8. Asset tracking for specific assets, including the ability to track attributes, work and maintenance history, cost of maintaining the asset, and asset lifecycle management and to issue work orders and track resulting costs against individual assets.
9. Permit tracking with the ability to have interdepartmental communication with issuance as well as track permit progress in a single place for citizens/contractors.
10. Include real-time integration with Tyler Technologies Encode software

**Please contact Taylor Stephens, GIS Analyst at [tstephens@scottsbluff.org](mailto:tstephens@scottsbluff.org) to discuss existing environment for software integration.**

**The selected supplier shall be responsible for:**

- Installation
- Implementation
- Commissioning of the software including development of user acceptance testing,
- System integration, and connectivity to existing resources.

The following is an overview of the Key Functional Objectives the City needs to achieve with the chosen software package.

**Key Functional Objectives**

- **Request Management**
- **Work Management**
- **Resource Management**
- **Asset Management**
- **Permit Management**

- **Field Access/Mobile**
- **Reporting**
- **Technical Requirements**

## **Detailed Functional Objectives**

### **Request Management**

1. Able to take requests from phone, walk-in, smart device and website.
2. Provide external customers with a web portal to allow the creation of secured accounts, work order placement, ability to view customer placed work orders as a means for initiating, reporting issues of city owned assets.
3. Ability to associate duplicate request calls to the same request.

### **Work Management**

1. Ability to electronically initiate, assign, dispatch, and track electronic work orders against an asset and track from inception through completion with a flexible, easily managed workflow process.
2. Associate work to an asset and see the total cost of maintaining the asset.
3. Add comments or notes to a work order to provide problem resolution or explanation in determining problem cause which would be useful for building and sharing information.
4. Track the status of a work order, or the work performed and estimates of completion for an issued work order.
5. Attach documents and/or pictures to an electronic work order for accessing safety related information, construction details, videos and other necessary information as related to the asset.
6. Ability to assign a priority to a task or work order.
7. Create repeating work orders on a scheduled basis where the task can be both asset specific or non-asset related, or a mixture of both.
8. Ability to have a single request have multiple task or work orders associated with it.
9. Ability to create, view and report out daily logs for individual employees, callout logs by employee, maintenance logs by assets, etc.
10. Ability to assign tasks or work orders to an individual and/or group of employees.
11. Ability to reassign tasks from one employee to another.
12. Ability to group multiple assets into a single work order for efficiency.
13. Accept electronic signatures for work order approval.

### **Resource Management**

1. Determine the parts used on a repair, nature of work performed, the person assigned the ticket, and number of calls issued.
2. Laborers can have multiple rate types (regular, overtime, holiday, etc.)
3. Can track materials and deduct from inventory.
4. An asset can be expensed in either time or miles.

### **Asset Management**

1. Track various type of assets such as electric and fiber network, water and sewer networks, street network, capital projects and improvements, land use, emergency services, water and wastewater treatment plants and associated equipment, facilities, park land, public works inventory, etc.
2. Assign a location to an asset and track both the movement and history of that asset.
3. Ability to track work completed on assets including manpower requirements, materials needed and used, contractor identification for work completed by non-staff resources, after hours work performed, and if the call is covered under warranty.
4. Able to track and edit each asset's unique attributes.
5. Provide asset parent-child relationships as well as the ability to attach components to an asset.
6. Able to easily view the history of work performed on an asset, the resources used and the cost as well as a summary of the total cost of maintaining an asset.
7. Track the life of an asset and provide visibility into the replacement of an asset and accessibility to all history related to an asset.
8. Provide alert tolerances once a percentage of an asset is consumed and track the call history against each asset for measuring performance and replacement.
9. Provide, track and maintain warranty information, maintenance renewals, and generate inspections on all assets, along with the ability to issue preventive work orders.
10. Ability to extract asset information based on accounting codes for billing and inquiry purpose and to integrate cost and value of an asset with financial management software.
11. Track the temporary issuing (checking-in and checking-out) of assets and determine who, what and where the asset is at any point in time.

#### **Permit Management**

1. General permit and land-use application management.
2. Public portal with online permit submittal and tracking for staff and customer.
3. GIS integration.
4. Electronic plan review integration.
5. Mobile inspection capabilities.
6. Automated remote inspection requests.
7. Robust and flexible search and display capabilities.
8. Ability for users to do custom reporting and data extraction.
9. Ability to automate generation of customized forms, letters, and permits/licenses.
10. Flexible permit types and numbering system, with annual reset.
11. Ability to calculate fees and charges with manual adjustments.
12. Integrated cashiering / point-of-sale with online and in-person components.
13. Ability to integrate with financial management software.

#### **Field Access/Mobile**

1. Ability to operate software with full functionality available from a mobile app supported on iOS and Android platforms
  - a. Functionality includes access to GIS generated maps, completed work orders, entering resources, creation of assets, editing of assets including location and attributes, and creation of a work order.
  - b. Flexibility to allow geo-location of an asset from any smartphone and/or tablet.

## **Reporting**

1. Robust reports available to users
2. Ability to create custom reports from user friendly tools.
3. Ability to export data to Excel, as a CSV file and in other common formats

## **Technical Requirements**

1. SQL database that facilitates the ease of exporting data.
2. Provide full real-time bi-directional integration with ESRI GIS and Tyler Technologies Encode.
3. System provides drop down menus that can be configured by user.
4. Provide secure system access for internal and external customers: able to establish security to restrict/allow access to information based on various criteria.
5. Ability for each user to customize their own screens and layouts with ability to save user custom configured settings.
6. Allow for real time and offline data collection.
7. Ability to systematically import/export fixed assets from current systems to pre-populate the asset management database.
8. Ease of creating system interface links with other software business systems such as financial, email, GIS, utility billing, etc.
9. Provide effective reporting with dashboard capability for real-time tracking and include print capability for reports, form letters, and charts/graphs from any location.
10. Supply email notifications and/or alerts as: reminders for tracking expiring agreements, warranties, and maintenance renewals, when a task/work is assigned to an employee.
11. Software must have a proven track record of use in the public sector environment with organizations of 150 employees or more.
12. Provider to provide software installation, configuration, and module training for all users.
13. Provider must provide sufficient training to make the city staff proficient in the use of all aspects of the software's use and administration.

## **Terms of Contract**

Provider will present proposed contract for review and negotiation with the City.

## **Insurance Requirements**

The Provider shall purchase and maintain such insurance as will protect it from claims set forth below which may arise out of, or result from, the Provider's execution of the work, whether such execution be by the Provider, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- 1) Claims under workmen's compensation, disability benefit and other similar employee benefit acts;
- 2) Claims for damages because of bodily injury, occupational sickness or disease, or death of employee;
- 3) Claims for damages because of bodily injury, sickness or disease, or death of any person other than employees;



- 4) Claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the Contractor, or (2) by any other person and;
- 5) Claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom.

Certificates of Insurance acceptable to the City shall be filed with the City prior to commencement of the contract. These Certificates shall contain a provision that coverages afforded under the policies will not be cancelled unless at least fifteen (15) days prior written notice has been given to the City. Minimum requirements are as follows:

General Aggregate	\$2,000,000	Products-Comp/Op Agg	\$2,000,000
Personal \$ Adv Injury	\$1,000,000	Each Occurrence	\$1,000,000
Med Exp (any 1 person)	\$10,000		

### **Indemnification**

To the fullest extent permitted by law, Provider agrees to indemnify, defend and hold harmless the City, its elected officials, officers, agents, volunteers, lessees, invitees and employees from and against all suits, claims damages, losses and expenses including but not limited to attorney's fees, court costs or alternative dispute resolution costs arising out of or related to any such suit, claim, damage, loss or expense involving an injury to a person or persons, whether bodily injury or other personal injury(including death), or involving an injury or damage to property (including loss of use or diminution in value), but only to the extent that such suits, claims, damages, losses or expenses were caused by the negligence or other wrongdoing of Provider, or any supplier or subcontractor, or their agents or employees, directly or indirectly, regardless of whether caused in part by the negligence or wrongdoing of the City or any of its agents or employees.

### **Proposal Requirements**

PROVIDER's proposal shall include the following items in the following sequence.

- A. **EXECUTIVE SUMMARY:** The summary shall include a statement of the work to be accomplished, how PROVIDER proposes to accomplish and perform each specific service and unique problems perceived by PROVIDER and their solutions.
- B. **SOFTWARE FEATURES CHECKLIST:** The PROVIDER shall include a checklist based on the list of required features under Scope of Services. Each required feature should include an explanation of the feature and how the proposed software addresses the feature.
- C. **DRAFT WORK PLAN:** The PROVIDER shall provide a draft work plan including milestones, timelines and required deliverables.
- D. **BROCHURES:** Include brochures and other relevant information about PROVIDER considered by City of Scottsbluff in its selection.
- E. **REFERENCES AND QUALIFICATIONS:**
  - a. Specific experience with public entity and/or city municipalities.
  - b. Provider shall provide three (3) references from other governmental entities, for whom Provider has provided services.

- F. **SIGNATURE PAGE:** PROVIDER must sign the proposal on the appropriate form. The proposal must be signed by a person authorized to bind the provider submitting the proposal. (Attachment A)
- G. **PROPOSAL CHECKLIST:** Completed proposal checklist (Attachment B). PROVIDER is expected to examine the RFP carefully, understand the terms and conditions for providing the services listed herein and respond completely. Failure to complete and provide any of these documents may result in the Provider's proposal being deemed non-responsive and therefore disqualified from consideration. (Attachment B)
- H. **PRICING SCHEDULE:** PROVIDER shall fill out the attached Price Sheet of professional fees and expenses that supports the total all-inclusive installation and setup with yearly cost to the City. (Attachment C)

## **Proposal Submission Instructions**

### **1. Closing Submission Date**

- a. All providers submitting RFP shall submit **three (3) printed proposals**. In addition, one searchable electronic copy will be provided on electronic media. The proposal must be sent or delivered to and marked as follows:

**City of Scottsbluff  
Taylor Stephens, GIS Analyst  
2525 Circle Dr.  
Scottsbluff, NE 69361**

**Sealed Proposals for:  
Permit/Asset/Work Management Software and Implementation**

- b. **Proposals must be received at the** CITY OF SCOTTSBLUFF (2525 Circle Dr, Scottsbluff, NE 69361) no later than December 10, 2021.
  - c. The proposal shall be included in a packaged and sealed envelope. The RFP shall be clearly marked on the outside of the sealed envelope. If the proposal is sent by mail or overnight delivery service, it is the responsibility of the provider to ensure that the proposal is received by the City by the date and time specified above. **Late proposals will not be considered.**
- ### **2. Inquiries**
- a. Inquiries concerning this RFP should be directed to Taylor Stephens, GIS Analyst, Phone Number 308-632-2177 or email at [tstephens@scottsbluff.org](mailto:tstephens@scottsbluff.org)
- ### **3. Conditions on Proposal**
- a. All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the provider and will not be reimbursed by the City.
  - b. Fee proposal amounts must remain provider fixed amounts for 90 days from the proposal due date and remain in effect during contract negotiations.
  - c. Additional engagement work will be negotiated separately.

- d. By agreeing to take part in this proposal process, you agree to keep in confidence all information provided during the proposal process, not to disclose it to third parties and not to use it for any purpose other than for the proposal.

## **Evaluation Criteria**

The City will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to the RFP. The City may select a selection committee to perform the evaluation. Each proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated may include the items listed below. The selected committee may select all, some, or none of the Providers for interviews and/or demos.

Evaluation criteria: (total possible points – 100)

- A. PROVIDER's background and capability to provide services required (20 points)
- B. Draft work plan (15 points)
- C. Evaluation of references (15 points)
- D. Local Presence (5 points)
- E. Pricing Schedule submitted (20 points)
- F. Ability to Integrate with existing software (25 points)

It should be specifically understood that this RFP does not create any obligation on the part of the CITY to enter any contract or to undertake any financial responsibility. Likewise, the CITY is not liable for any cost incurred by any provider prior to the execution of a written contract, including efforts to generate and submit proposals, or any other costs incurred while participating in this RFP process.

THE CITY also reserves the right to waive, alter, disregard, all portions of this RFP where the best interest of the CITY would not be served.

THE CITY intends to notify the provider with the best proposal within 45 days of the proposal due date.

## ATTACHMENT A -SIGNATURE PAGE

### Provider Warranties

1. The Provider certifies it can and will provide and make available, as a minimum, all services set forth in the RFP.
2. Provider warrants that it is willing and able to comply with State of Nebraska Laws with respect to foreign (non-state of Nebraska) corporations (if applicable).
3. Provider warrants that it is willing and able to obtain insurance providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.
4. Provider warrants that it will not delegate or subcontract its responsibilities under its agreement with the City without the prior written permission from the City.
5. Provider warrants that all information provided by it in connection with this proposal is true and accurate.
6. Provider certifies the pricing provided in the Pricing Schedule on Attachment C is good for 45 days.

Provider: \_\_\_\_\_

Signature: \_\_\_\_\_

Name (printed): \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Date: \_\_\_\_\_

## ATTACHMENT B – PROPOSAL CHECKLIST

This checklist is to help the PROVIDER ensure that all required documents have been included in its proposal.

DOCUMENT	CHECK
Executive Summary	
Draft Work Plan	
Software Requirements Email	
Pricing Schedule (Attachment C)	
Brochures	
References and Qualifications (Proposal Requirements) <ul style="list-style-type: none"><li>• 3 References</li></ul>	
Statement Acknowledging Insurance Requirements	
Statement Acknowledging Indemnification Requirements	
3 Copies of Proposal plus a Searchable Electronic Document	
Signature Page (Attachment A)	

### ATTACHMENT C - PRICING SCHEDULE

FAILURE TO COMPLETE THIS FORM SHALL RESULT IN YOUR PROPOSAL BEING DEEMED NONRESPONSIVE AND REJECTED WITHOUT ANY FURTHER EVALUATION. **THIS PRICE SHEET AND ADDITIONAL PRICE RELATED INFORMATION MUST BE SUBMITTED IN THE SEALED ENVELOPE WITH YOUR RFP SUBMISSION.**

Please provide your associated costs for the following:

<b>Software Installation and Implementation</b>	<b>\$ _____</b>
<b>Training with new software</b>	<b>\$ _____</b>
<b>1 Year Contract use/maintenance</b>	<b>\$ _____</b>
<b>2 Year Contract use/maintenance</b>	<b>\$ _____</b>
<b>3 Year Contract use/maintenance</b>	<b>\$ _____</b>
<b>Yearly Maintenance without extended contracts</b>	<b>\$ _____</b>

Attach additional pages outlining the above summarization costs and information. Note: All fees, etc., must include travel, meals, etc. CITY OF SCOTTSBLUFF will not reimburse these expenses separately.