



CITY OF IOWA CITY

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## **Request for Proposal #18-37**

The City of Iowa City intends to enter in to a contract for a Land Development, Permit and Licensing Software for the City of Iowa City Neighborhood and Development Services.

A Pre-Submission Conference will be held at the City of Iowa City City Hall, 410 E Washington Street, Iowa City, Iowa. **The conference will be held on Tuesday, November 14, 2017 at 10:00 a.m. (Central Time) in Emma Harvat Hall (Council Chambers).** All interested Proposers are encouraged to attend the Pre-Submission Conference to assist in providing a responsive proposal to be considered for this award. The Pre-Submission Conference will provide each Proposer with an opportunity to discuss the City's requirements, to discuss the specifications related to the contract(s), and to ask questions that pertain to this Request for Proposal.

Please review the following Request for Proposal before attending the Pre-Submission Conference.

**Date:** October 20, 2017

**Request for Proposal: #18-37, The Supply, Installation and Maintenance of a Land Development, Permit and Licensing Software for the City of Iowa City Neighborhood and Development Services**

**Notice to Proposers:** Sealed proposals will be received at the Office of the City Clerk, until the time and date specified below.

**Address proposals to:**

Attention: City Clerk's Office  
City of Iowa City  
410 E. Washington Street, Room 140  
Iowa City, IA 52240-1826

Proposals shall be **sealed** and clearly marked on the outside of your mailing envelope or container "**Request for Proposal for the Supply, Installation and Maintenance of a Land Development, Permit and Licensing Software for the City of Iowa City Neighborhood and Development Services, Request for Proposal #18-37.**"

**Faxed and e-mailed proposals will not be accepted.**

**Questions:** All questions, inquiries, requests for public information and clarifications regarding this Request for Proposal can be answered by **e-mailing** the following representative. In order to receive a response, they must be in written form and be submitted via e-mail no later than **November 27, 2017, noon.**

**Questions emailed before the Pre-Submission will not be answered.**

Purchasing  
June Nasby, Buyer II  
[june-nasby@iowa-city.org](mailto:june-nasby@iowa-city.org)  
(319) 356-5076

**Proposals are due no later than: 2:30 p.m., December 11, 2017 in the City Clerk's Office.** Proposers must submit eight (8) written copies of their proposal.

The City is not responsible for delays occasioned by the U.S. Postal Service, the internal mail delivery system of the City, or any other means of delivery employed by the bidder. Similarly, the City is not responsible for, and will not open, any proposal responses which are received later than the date and time stated above.

*All times and dates are Central Standard Time.*

**Insurance:** Insurance is required for this project, as specified in Section Five, B  
Performance bond is required

**No contact policy:** All questions regarding this Request for Proposal must be in written form and must be submitted to the Purchasing Division, as stated above. After the date and time established for receipt of proposals by the City, any contact initiated by the proposer or by a City representative, other than the

Purchasing Division representative listed herein, concerning this Request for Proposal is prohibited. Any such unauthorized contact may cause the disqualification of the proposer from the procurement transaction.

Unless authorized by the Purchasing Division, no other City official or City employee is empowered to speak for the City with respect to this acquisition. Any Proposer seeking to obtain information, clarification, or interpretations from any other City official or City employee other than the Purchasing Division is advised that such material is used at the Proposer's own risk. The City will not be bound by any such information, clarification, or interpretation.

Following the Proposal submittal deadline, Proposers shall not contact the Purchasing Division or any other City employee except to respond to a request by the Purchasing Division.

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## **Section One - Proposal Submittal Checklist**

**Review the following checklist to make sure the contents listed below are included in all eight (8) copies of your company's proposal.**

*The required items and specific content must be organized in the submitted proposal as they are listed below. Tabs must be included in each proposal to identify each item.*

### **Item A - Proposal Summary**

A letter summarizing the proposer's proposal. The letter must be signed by an officer of the Proposer or a designated agent empowered to bind the firm in the contract offer.

### **Item B - Questions**

A completed Questions form (**See Section Six**).

### **Item C - References**

Provide a minimum of three (3) references from past and/or present municipal clients for contracts similar in scope to this contract including the agency's name and complete mailing address, the name of the contact person, title, email address, phone number and the number of years servicing the account of each reference.

Preference is for references in our region.

### **Item D - Wage Theft Policy**

After review of Section Seven - Wage Theft Policy, the Wage Theft Affidavit must be completed, notarized, and included in the submitted proposal.

### **Item E - Narrative Statement**

In order to determine a proposer's qualifications, include a detailed narrative statement listing comparable contracts which they have performed during the last two (2) years, together with a general history of their operating organization. In addition, describe any current projects your firm is working on, as well as the approximate cost of the projects, and estimated completion dates.

### **Item F - Pricing Sheet and Vendor Information**

A completed and signed Pricing and Company Information Form (**See Section Nine**). The City is not responsible for the vendor's failure to provide information and pricing on required items. In this instance, the prices submitted will prevail as the proposal price for all required equipment, materials, labor, travel, delivery and shipping fees.

### **Item G- Respondent's Expertise and Subcontractor's Expertise**

**Key Personnel:** Provide a complete list of key personnel who will be assigned to this project. Include their names, abilities, qualifications, licenses and experience, and their experience on similar contracts. Outside consultants, associates, or subcontractors who may be retained for this project must be included. In addition, provide the number of staff who may be potentially available to work

on this project in the event additional personnel are required, or a project team member is unable to complete their duties.

**Item H - Proposed Project Work Plan**

This should include a detailed narrative or work plan for describing the approach to this project, a project task schedule including timelines, the responsibilities of the personnel assigned to the project and what the Proposer expects from both parties involved. It shall include estimated timeframe between ordering and delivery/set up of the proposed system.

The Proposer must provide a tentative installation schedule of dates necessary to place the system into service. Any task not specifically stated to be the responsibility of the City would be that of the Proposer.

Identify the exact tasks including system configuration and data migration that the City of Iowa City and the proposer will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame.

## Section Two - Land Development, Permit, and License Software Overview

### A. Scope:

#### *Software Scope*

The City of Iowa City is seeking proposals and pricing for software and services for a new Land Development, Permit and Licensing Software System to replace the current system. The City seeks proposals for the provision, installation, and implementation of a state-of-the-art, highly reliable community development / planning / code enforcement / plan review / permitting / licensing / parcel management software system and full-service maintenance and ongoing support. The City also seeks training services associated with the software. Both software and services must be included and priced in the proposal.

The City will use the software to automate the processing of parcel data and record keeping. The software will be used by the City for the regulation of land development activities, permitting, and licensing activities such as site plan-review, permit issuance, inspections, issuance of certificate-of-occupancy and enforcement of code requirements and activities.

The public will use the software through the web to apply for land development activities and various types of permits, upload drawings and documents, and view public documents. The software will be used by the City to communicate with public users during the review process until review is completed. The software will be used by the public to report issues requiring investigation and enforcement action.

Your proposal should include recommendations and all costs for a system that meets the City's functional requirements, and comprehensive installation, implementation, training, maintenance, and ongoing support services for the system. The system must provide a workflow-automation system that enables inter-departmental communication and collaboration. The system will operate on the City's current hardware standards, which are outlined in Section Two, B Background Information. The Proposer will evaluate the City's current infrastructure and make recommendations for upgrades and improvements. The Proposer shall evaluate existing permitting and plan review software to make sure existing functionality is maintained.

The project consists of the following phases:

- **Software installation:** The selected Proposer must provide and install all software.
- **Data conversion:** The Proposer will convert the City's data to work with the new software.
- **Implementation and Testing:** The selected proposer is expected to work with ITS staff to complete implementation. The selected proposer is expected to coordinate with designated inspections staff for testing of all modules in the chosen system.
- **Training for the City's ITS staff members and departmental users:** Proposer will provide high-quality training to the City's ITS staff members and selected system end-users.
- **Ongoing phone and web-based support:** Following implementation, all users should have access to phone and web-based support. The City requires support throughout the workday and seeks a Proposer that will provide quick responses to end-users' questions.
- **Ongoing Maintenance:** The selected proposer is expected to provide a maintenance agreement for the proposed solution that ensures the solution remains on current version of software. The agreement must provide for ongoing performance, application, and data maintenance.

The City is looking for a complete software and services solution with minimal custom coding required.

### *Services Scope*

As part of the contract scope, the City requires system implementation and integration services to transition from our current software to the chosen platform. Both software and services must be included in the winning proposal. For the services portion of the contract, the City expects proposals to include a plan for implementation and management of the transition from Accela Advantage version 4.4.2 to the chosen replacement platform. The City will partner with the chosen vendor during implementation, both to assist with the transition, and to ensure sufficient knowledge transfer for the City.

## **B. Background Information:**

Iowa City had a 2010 census of 67,862 and an estimated 2015 population of 74,200. The City Department of Neighborhood Services has three divisions responsible for land development, permitting, licensing and code enforcement. The divisions have various responsibilities as follows: The Building Inspection Services Division is responsible for facilitating the development process from Comprehensive Planning to Annexation, Zoning and Subdivision, to Site Plan, Building Permit, Building Inspections, to Final Certificate of Occupancy. Building Inspection Services is also responsible for enforcement of codes and ordinances regulating the protection of the public health, safety and general welfare as it relates to the built environment and maintenance of existing structures. Issuance of all permits for new construction, additions, alterations, repairs and signs is one of the key functions to the Development Services Division. The Urban Planning Division promotes sustainable growth and development within the city by applying the vision, goals, and strategies of the Comprehensive Plan (including district plans and master plans for specific sections of the community) and administering zoning and subdivision regulations. The guiding principle of these regulations and policies are to preserve and enhance the best qualities of the city's existing residential, commercial, and employment areas while promoting new development opportunities that create long-term value for the community. The division fulfills state statutory requirements pertaining to zoning, development, and historic preservation. Housing Inspection Services Division works to ensure that Iowa City's housing facilities are of the quality necessary to protect and promote the health, safety, and welfare of those persons utilizing these facilities and the general public. The division strives to achieve these goals and contribute to the overall mission of the City by inspecting all rental properties located in the City on a two-year cycle and investigating and resolving housing and nuisance complaints for all properties.

The City reviews on average approximately 50 rezoning and subdivision applications, 2,700 permits, and 2000 City code violations each year. In 2016, staff processed 837 building permits; 316 electrical permits; 182 mechanical permits; and 216 plumbing permits, and logged over 44,000 case activity notes. The City also reviews on average approximately 610 excavations, curb cut, temporary use of right-of way, oversized load, sidewalk construction, sidewalk café permit applications each year. Associated with each new residential/commercial building permit are, water/sewer hookup permits and certificates of occupancy. The City has approximately 18,513 rental units which create approximately 10,000 rental unit inspections each year. 2017 activity is in line with activity to date in 2016.

The City uses software systems to automate certain parcel data and keep records in processing these applications, permits and violations. The City's current permit review software is Accela Advantage,

version 4.4.2. The City has been using versions of this product for more than 25 years. The current database is housed on an SQL 2008 server. The City's current plan review software is ProjectDox, version 8.3. The City has been using versions of this product for approximately 4 years. The current database is housed on an SQL 2008 server. There are 55 daily users of the current system.

The City currently operates an IP network based on HP switches. The Windows server environment is running Windows Server 2008 R2 and Windows Server 2012 R2 servers. The standard server going forward is Windows Server 2012 R2. The current database environment is SQL Server 2008 and SQL Server 2016. Going forward the database standard is SQL Server 2014 or later. The email environment is based on and Exchange Server 2010 and Exchange Server 2016. All Windows servers run on VMware vSphere 6.5 infrastructure. The client network infrastructure is a gigabit switched LAN. The City maintains redundant internet connections and firewalls.

### **C. Period of Contract**

This contract shall extend throughout the development, installation, testing and delivery, until the City has completed acceptance of the system. Following acceptance of the system, the initial licensing, maintenance, and support shall extend for a term of five years.

The City may elect to renew this Contract for two (2) additional five (5) year terms upon expiration of the initial term. Beginning with year sixteen (16), the City may renew the Contract by additional five (5) year terms or one (1) year terms. Renewal of the Contract after the initial term is at the discretion of the City.

### **D. Rates and Prices: Pricing shall be prepared with the following contract terms considered.**

- Pricing shall be fixed and firm throughout the initial term of the contract. Vendor may submit a written request for a price increase at the end of the initial contract term. The written request shall be made at least 45-days in advance of the end of the initial contract term.
- Thereafter, written request for price increases shall only be considered upon the end of the renewed contract term, and shall be made in writing at least 45-days prior to the end of the term.
- Price increase requests must:
  - Be no greater than the total of changes to the CPI-All Urban Consumers, Midwest Region, All Items, 1982-84 Base or other pricing index appropriate to the particular product herein
  - Not produce a higher profit margin than that on the original contract
  - Clearly identify the items impacted by the increase
  - Be accompanied by documentation acceptable to the City sufficient to warrant the increase
  - Remain firm for a minimum of 365 days
- Price increase requests will be considered by the City and may be accepted or rejected. Failure to submit a price increase request at least 45-days prior to end of the contract term shall result in a continuation of all existing pricing on the contract until the next contract term. The decision to accept any price increase will be at the sole discretion of the City.
- The City may exempt these requirements for extraordinary conditions that could not have been known by either party at the time of proposal or for other circumstances beyond the control of both parties, in the opinion of the City.



- Requests that reduce pricing charged to the City may be delivered to the City Purchasing Buyer at any time during the contract term. Such price reductions should use the same pricing structure as the original. The City may likewise initiate a request to the vendor for price reductions, subject to mutual agreement of the vendor.

### **Section Three - Technical Specifications and Requirements**

Desired requirements are outlined below, and are the general system requirements for the City of Iowa City. If any proposer is not able to meet a specific requirement and still wishes to submit a proposal for consideration, please denote in your submittal (Section Nine – Exceptions, Deviations, or other Agreements) a list of requirements/equipment you are not able to provide as a part of your proposal.

#### **A. General System Features/Requirements:**

##### **1. General System Features**

- Web based system or available web component interface, multi-browser compatible.
- If not web based, ability to easily update workstation software without having to touch every workstation.
  - Central console deployment
  - Group policy deployment
- SQL 2014 database or later
- System integrates with Microsoft Active Directory for user authentication and single sign-on capability for staff.
- Concurrent licensing or enterprise site license is preferred to ensure end user availability for different classes of users (for example: citizen via web, staff, admin level) is not exhausted by our quantity and routine usage. Simultaneous access of multiple users is absolutely required.
- Ability to restrict access through roles and definable user group properties.
- Ability to upgrade system as new releases are deployed, without clean slate re-installation.
- Citizen, developer and contractor self-service web portal. A public web portal.
  - User account self-creation by the citizen end user (as well as by staff on behalf of citizen).
  - User account activity status lookup – read only access to screens and tables, and request creation for all types of activities.
  - Secure user accounts.
  - Ability to automatically reset passwords for users.
  - Ability to create custom permit applications that when accepted will integrate with the proposed permitting software.
  - Online application submittal for permits, inspections requests (with date and time preferences), plan reviews, licenses, and other activities with optional attachment of pictures, sketches, or files and launch them for viewing within the application.
    - Ability to electronically “sign” forms for authorization and verification.
  - Ability for citizens to report a new code enforcement case online and to select if they are a tenant, complainant or anonymous.
  - Online payment options.
  - Online self-help documents and procedures.
- Ability to collect fees and deposits.

- Flexible payment options including the ability to make partial payments, prioritize payments, split or join fees, generate refunds and void fees.
- Ability to export detailed payment information to external financial system (Munis ERP Software) through automated processes.
- Prevent overpayments by disallowing payments greater than the amount due.
- Notification of activity requests and status updates.
  - Outlook interface or automatic email sent to staff when they have workflow to approve, or process, resulting from a citizen request, or previous staff action.
  - Status updates sent to citizen users when actions are completed by staff. For example, permit approvals or inspection schedules.
  - Dispatching for city staff via email or field interface device.
  - Automatic expiration notices. For example, expiring permits.
- Parcel based system – activity records in the system are tied to the land from its initial creation in the record database versus a case based system. Ability to divide the land as it matures through the development stages and still retain ties to original parent parcel information.
- Flag parcels/users/cases that have delinquencies and prevent staff from continuing until deficiencies are resolved. Allow administrative override of flagged items. For example, code enforcement penalties or other violations of City processes. Essentially a hold status on the parcel or case. Viewable throughout the system – for example, the operator sees an alert when a flagged contractor signs up for a code inspection or requests a permit.
- Automated workflow procedures.
- Software provides easy to use configuration tools that allow City staff to maintain workflow without reliance on vendor.
- Software provides a Business Rule Engine that allows not only technical staff but any authorized City staff to maintain and update business rules as they change, including fee calculations.
- Designated City personnel should have capability to adjust commonly altered variables, such as codes, tables, fields, report parameters, pick lists, etc. without the services of a professional programmer.
- Ability to create user defined fields for fees, alerts, flags and tags in system.
- System supports drop down selection record entry fields – date, address, pick lists, with defaults – and ability to maintain and edit those drop-down selections.
- Note or memo type fields for unlimited free form comments about an entry - case, parcel, permit, code, etc.
- System provides audit capabilities that can be defined and managed by the City.
- Ability to assign security at the table, record and field level.
- Ability to interface with ESRI GIS.

- Remote field entry of data which is synchronized upon return to the office; ability to access features and functionality in a disconnected state.
- Option for live interactivity while working in the field through various devices or apps – smartphone, tablet, pad, laptop, etc.
  - System is able to capture electronic signatures through remote devices.
- Ability to integrate with other systems via web services
  - Ability to interface with or import data from Iowa City Code database (Sterling Codifiers)
  - Ability to interface with or import data from Iowa City Fire Department database. (ICFD uses Emergency Reporting and The Compliance Engine software's)
  - Ability to interface with or import data from online International Code Council database.
  - Ability to interface with or import data from online NFPA database.
  - Ability to interface with or import data from online FEMA flood database.
  - Ability to interface with State of Iowa contractor licensing database.
    - Perform checking of requirements – license validity and expiration date – for a contractor before processing a permit.
  - Ability to interface with or at least import data nightly from Johnson County Iowa Assessor's database to keep parcel and ownership information accurate.
- Migration of existing Accela Advantage SQL database information to your proposed system.
- Migration of existing Avolve SQL database information to your proposed system.
- Access to historical data and ability to select length of time to retain archived data. Active parcels/cases versus completed inactive records.
- Ability to function in current and future Windows operating systems; Google and Apple apps.
- Ability to monitor which users are using the system and when licenses are in use.
- Ability to merge primary records with secondary or duplicate records.
- Maintain all contact records and their links to land/projects/cases for all property owners, contractors, and complainants.
- View all activity by contact record and conversely view all contacts by land/project/case.
- Prevent record deletion except by administrative authority.
- Ability to link multiple permits, cases, plans and licenses to a single master project or land base.
- System help is built in and context sensitive to your current screen and actions.
- Prefer single screen view of all permits, code enforcement, planning applications and licensing on a property without having to navigate multiple screens.
- Provide staff task lists to help manage workflow and daily functions.
- Rental housing database and ability to import existing SQL database information to your proposed system.
  - Registration renewal notifications to landlords.

- Accounting of payments received.
- Ability to interface with Google Translate or other like service.
- Ability to meet ADA website compliance.

## 2. Reporting

- User friendly ability to create reports from database with pre- and user defined (ad-hoc) reporting options.
- Ability to export data to standard formats such as PDF, txt, xls, csv, etc.
- Ability to create and generate a report from all data collected during the permitting process. Following are specific reports; the list is not all inclusive:
  - All outstanding permit fees.
  - All permit fees paid within a chosen time frame.
  - All permits by status.
  - All permits by case type within a chosen time frame.
  - Detail of permit turnaround time.
  - All inspections by status.
  - All inspections by inspector.
  - Detail report of inspections by inspector including average time to complete an inspection.
  - Listing all fees and payments associated to a project.
  - All projects by planner.
  - Time that project plans are under review during the application process.
  - Listing all projects that have expired.
  - Detailing applications status.
  - Detailing project milestones.
  - List all outstanding plan reviews.
  - Detailing the time required to complete plan reviews.
  - All scheduled hearings/meetings.
  - List of all planning and building cases and associated status.
  - List of all planning and building cases requiring follow up.
  - List of all planning and building cases by case type.
  - Incident history by parcel.
  - Status of all contractor licenses.
  - Listing all registered license owners.
  - Listing all expired license owners.
  - List all users by category. For example, all the plumbers, electricians, architects, contractors etc.
  - Ability to create, print and/or automatically email annual notices. For example, Backflow Prevention notices and annual maintenance and testing for fire alarm and fire suppression systems.
  - Ability to create and generate report showing any changes made to a fee once the fee is entered.

## 3. Permitting

- Ability to apply for multiple permits using a shopping cart feature in a web user interface.
- Ability to validate new permit applications and once accepted appropriate case(s) are automatically generated.

- Ability to automatically generate sequential project numbers, identifiable by the year the permit or case was generated for each permit, case, license, etc. (BLD17-001 represents the first building permit case in 2017)
- Ability to search for permits using user defined criteria including but not limited to address, parcel number, associated names, dates, application #, status, or any combination of these items.
- Allow application to be created on a temporary parcel. Actual parcel number and address required before a C/O may be issued.
- Provide for calculation of standard fee amounts using user provided formulas or tables. Track fee collections and receivables and generate payment receipts.
- Provide a method for adjusting permit fees easily during the process (by staff but not necessarily citizens) and adjusting after citizen submittal and before the citizen has paid.
- Provide permit histories by parcel.
- Provide a printable permit application form for manual data capture.
- Allow multiple name, address, and phone number entry for permit applications; and searches for all. For example: the contractors and owners name both on the same alteration permit.
- Allow for multiple subcontractors associated with a single permit; and searches for all.
- Allow for distinction between building permits (projects) and related sub-permits.
- Building valuation and square footage calculations based on City defined definitions and values.
- Ability to duplicate an existing permit application and all associated information to a new application at a different location. For example: a standard plan type that is built repeatedly by a contractor.
- System calculates permit expiration date automatically based on the City's business rules. Expiration dates can be extended by staff if required based upon inspection activity.
- Electronic fee collection for permits that don't require staff approval or adjustment. The straight forward flat fees.

#### **4. Plan Review and Processing**

- Ability to interface with existing plan review software or provide replacement module.
- Ability to allow applicants to submit documents\* and or plans electronically as part of the application process. (\*All subsequent references to "documents" are applicable to multiple file types included but not limited to. doc/.docx, .xls/.xlsx, .pdf, .dwg, .jpg, etc.)
- Ability to store and retrieve supporting documents and/or plans for projects, permit applications, geographic locations, workflow tasks, code enforcement violations, etc.
- Send emails and notifications with or without attached documents from the system.
- Ability to send automatic emails after certain tasks or activities are completed.

- Store and retrieve electronic documents related to an application, including but not limited to emails, drawings, photographs, certifications, special inspection reports, studies.
- Create packets of documents, images and supporting data related to application, project, permit or plan.
- Ability for multiple reviewers to simultaneously review the same documents and plans for compliance with applicable standards, separately tracking each reviewer's comments and annotations.
- Mark-up plans electronically, consolidate annotations and comments from multiple reviewers, and provide electronic feedback to the customer for changes.
- Ability to associate annotations with written comments.
- Ability to compare previous and current submissions side-by-side, highlighting differences automatically.
- Ability to compare previous and current submissions in overlay, highlighting differences automatically.
- Support for integration, via web services or other means for storing and retrieving documents and plans from the City's management system.
- Ability to allow additional and/or delayed submittals electronically as part of a project under permit.

#### **5. Inspection Scheduling and Processing**

- Ability to schedule inspections and track results.
- Inspection scheduling and dispatching of inspectors.
  - Self-service inspection requests and status viewing.
  - Daily calendar schedules available for staff. On electronic devices and printable.
  - Field updating and live dispatch by mobile device.
- Ability to enforce appropriate inspection order when sequence is important. No final inspection approval or final certificate of occupancy until preconditions are met.
- Inspection sign-off by authorized personnel only.
- Inspection assignment by geographical zones, available work schedule, or proximity of available inspectors if they are live on GPS enabled devices.
- Ability to assign cases to inspectors based on user defined criteria, availability, or ad hoc.
- Ability to limit, control, or modify the number of assigned inspections and for a supervisor to reassign inspection schedules.
- Provide an inspection checklist and employee schedule by daily report or live mobile device that can be updated.
- Alert inspectors and supervisors of inspections that are overdue.

- Provide ability to flag parcels with inspection violations or delinquencies in order to alert central processing personnel of problems before they allow or approve new requests.
- Must be able to regenerate an inspection that is not passed – auto re-inspect.

## **6. Inspections, Code Enforcement Tracking and Review**

- Ability to select an inspection type from a predefined list.
- Ability to select an inspection checklist for a specific inspection type and select or deselect items on the list which will become part of the inspection report sent to the client, contractors and/or owner.
- Ability to send automatic emails after certain tasks or activities are completed. Email should be specific to the activity associated with the specific contractor.
- Ability to store and retrieve electronic documents related to a permit during an inspection, including but not limited to emails, drawings, photographs, certifications, special inspection reports, studies.
- Identify violations by parcel and allow for the capture of details relating to a case.
- Allow City to define case types with sequence of actions and case data for each type.
- Allow City defined violation types.
- Allow multiple violations to be associated with a single case.
- Produce editable form letters within this system as a method of notification to responsible parties and allow multiple parties per case.
- If not live in the field, allow the ability to record inspection results on our electronic device while disconnected and automatically synchronize data when connection is reestablished.
- Provide ability to flag parcels with code violations in order to alert central permitting personnel at the time of entry of the parcel into the building permit application process.
- Can automatically generate compliance dates.
- Can perform spatial queries using ESRI GIS data links.
- Ability to embed map images in the notifications.
- Ability to embed photo images in the notifications.

## **7. Land Planning and Zoning Application and Review**

- Capture basic application data and track status of planning applications.
- Search for applications by address, parcel number, names, dates, applications numbers or other combinations of criteria.
- Workflow routing of projects through City processes and reviews.
- Free form comment fields allowed during plan review.



- Security permission settings to authorize individuals allowed to approve plan review steps.
- Ability to electronically submit, store, amend, review, and check status on planning applications.
- Provide the ability to assess fees and collect payments for planning projects, based on the type of project.
- Ability to generate notification letters related to land management actions using data stored in the system.
- Generate a view of surrounding property owners on a map based on information shared with ESRI GIS.
- Ability to locate parcels on a map and tie in with ESRI mapping tools.
- Prevent application approval until all fees are paid, unless overridden by administratively authorized personnel.
- Ability to assign reviews based on application type or to available staff planners.
- Ability to flag an entire project or set individual conditions so as to alert building permit personnel of special circumstances during a permit application request.
- Ability to track project milestones.
- Ability to schedule a hearing/meeting and communicate that status to all parties connected to this project.
- Perform spatial queries using ESRI GIS data sharing.
- Ability to embed map images in notifications.
- Use a map to search and find zoning information.
- Ability for residential mobile access.

## **8. Licensing Application and Issuance**

- Ability to create licensing cases. (Sign installers, house movers, sewer and water installers, etc.)
- Ability to capture data required to issue a license and track status of licenses.
- Ability to search for licenses and applications by address, parcel number, associated names, dates, application number, status, or any combination of these but not limited to these.
- Ability to renew a license and reuse existing licensee information.
- Ability to calculate fees including penalties based on a City defined fee schedule.
- Ability to track correspondence, communication and action history for licensees.
- Ability to create multiple contacts or owners on a license record.

- Ability to put an application on hold.
- Ability to provide fee exemptions and capture the reason for the exemption.
- Ability to perform spatial queries using ESRI GIS data connection.
- Ability to embed map images on licenses.
- Contractor licensing database connection to State of Iowa system.
- Sign, house movers, sewer and water installers license application tracking and renewals.

## **9. Security of Information**

Because software systems today store records of activity and are susceptible to breach and exposure of data, a method of protecting, encrypting, or simply not storing certain confidential citizen information is desirable.

- The City desires a defined method to safeguard private information from falling into third party possession.
- No social security numbers unless absolutely protected.
- No bank account numbers unless hidden, encrypted, protected or otherwise segregated from citizen account associations.
- No credit card account numbers unless hidden, encrypted, protected or otherwise segregated from citizen account associations.
- Passwords hidden or encrypted if they are stored at all.

## **B. Software Maintenance and Support**

The Proposer must offer an annual maintenance agreement that will cover all the software support for this project.

As part of the support agreement, the Proposer must provide new releases and upgrades to the software as they become available for public distribution.

The Proposer must offer 1-800 number telephone support Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

Delivered response times must be no greater than 4 hours for emergency services, and next business day for regular services.

## **C. Acceptance**

The City shall have 60 days following the “go live” date for final acceptance the system. During this time, the system must perform without major interruption of services and in compliance with all representations made in Vendor’s proposal. Failure to perform during this period may result in cancellation of the Contract. The City may, in its discretion, elect to extend the acceptance period. In the event of dispute or discrepancy as to the functionality of any product or service, the City’s decision shall prevail. The City agrees to pay only for authorized orders received up to the date of termination. If the Contract is terminated within the acceptance period, the City reserves the option to award the contract to the next proposer by mutual agreement with such proposer. A final payment

equal to 25% of the system cost will be withheld until final system acceptance. The warranty period will not begin until system acceptance. ***Acceptance will be in writing from the Purchasing Division.***

## **Section Four - Specific Conditions and Instructions to this Proposal**

### **A. Proposal Requirements:**

1. To qualify for award, the vendor must have a minimum of five (5) years of experience with Land Development, Permit and Licensing Software Systems in the United States market. The vendor must be able to demonstrate success with software and hardware components through client references and an on-site demonstration. In addition, the vendor must have a positive standing within the Land Development, Permit and Licensing Software industry, be able to provide proof of technical expertise, perform a successful installation of the proposed system, provide a thorough training program and be able to provide future maintenance support after the initial purchase.
2. The following are minimum qualifications the Vendor must meet in order, for their proposal submittal to be eligible for evaluation. Those that are not clearly responsive to these minimum qualifications shall be rejected by the City without further consideration:

#### Software

- Software Vendor has been in the business of providing software to the permitting industry for a minimum of 5 years.
- Major version of software (e.g. 5.XX) being proposed has been in production for a minimum of 1 year.
- Major version of software (e.g. 5.XX) being proposed must be operating to provide a full range of permitting functions in at least 2 North American jurisdictions of 50,000 or more. Both implementations have been operational for at least 6 months.

#### System Integrator

- System integrator has implemented the proposed major version (e.g. 5.XX) of software for at least 2 government jurisdictions with populations greater than 50,000. Both implementations have been operational for at least 6 months.
- At least one of the implementations above included conversion of 100,000 data records or more.

#### Project Manager

- Proposed project manager has managed at least 3 software implementation projects of similar scope and complexity within the last ten years
- Proposed project manager has managed at least one implementation project that involved the proposed software major version (e.g. 5.XX) within the last five years.

3. Each specification herein stands alone and will be evaluated on its own merits in terms of meeting specifications, terms and conditions, pricing, delivery schedule and overall responsiveness to the Request for Proposal.
4. The proposer is responsible for all costs related to the preparation of the submitted proposal, and costs associated with the preparation of additional material, and any required visits to the City during the pre-award process.
5. Any costs associated with this project not specifically set forth in the submitted proposal will be the sole responsibility of the proposer. Price/Cost adjustments presented after the contract has been awarded will not be accepted by the City.

6. Proposers are responsible for errors and omissions in their proposals. No such error or omission shall diminish the Proposer's obligations to the City.
7. The format of the Vendor's proposal must be consistent with the format of the specifications listed.
8. Proposers are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting a proposal. The submission of a proposal by a company concludes the company's acceptance of the terms and conditions herein, unless otherwise stated.
9. Proposers are required to answer all questions, in order, for their proposal to be considered.
10. Proposed pricing and/or percentage discount shall be firm from the beginning date of the signed purchase order, with the option to order additional upgrades or supplies with the proposed pricing and/or percentage discount for one year after the date stated on the purchase order or after final acceptance.
11. The City reserves the right to use both primary and secondary suppliers or to otherwise use multiple sources to protect the City's overall interests.
12. Installation of all equipment ordered must be at no additional cost to the City.
13. The City will provide the related work stations, servers, wiring, and LAN/WAN connections. The vendor will describe and include costs for any additional hardware required for the system.
14. The vendor must also identify all compatibilities and incompatibilities between the existing environment and the proposed solution.
15. The workstation software used by the Land Development, Permit and Licensing Software System must not interfere with other vendor's programs, including the City's computer equipment and software programs.
16. All application upgrades, modifications, conversions, interfaces, enhancements, new releases and training on the proposed equipment and system must be included in the warranty and software maintenance services.
17. The City may excerpt, summarize, or otherwise reproduce the documentation for distribution to users of the Land Development, Permit and Licensing Software System.
18. The City of Iowa City reserves the right for a site visit of the proposer's facility, Land Development, Permit and Licensing Software demo, and a presentation by the proposer. These requests shall be at no additional cost to the City.

**B. Training by the Awarded Vendor**

1. Offer a Management Course to properly prepare line-level and management employees for the changes associated with the implementation of a new system.
2. Provide an appropriate amount of on-site training for employees at time of implementation.
3. Offer onsite follow-up training 10-12 weeks after software installation.
4. The vendor must offer a web-based training program to train personnel on software for initial use

and continuing education for current and new staff.

**C. Implementation by the Awarded Vendor**

Awarded vendor must offer an on-site pre-installation analysis of site requirements to ensure that the solution is sufficient for the City's requirements. This pre-installation visit should also be used to determine requirements for implementation, training, and database conversion. The results of this visit should be used to provide an accurate timetable for total implementation in terms of time, and other variables.

**D. Contract Award:**

1. The vendor's proposal must be complete to be considered for award.
2. The City reserves the right to qualify, accept, or reject any or all vendors as deemed to be in the best interest of the City. The City of Iowa City reserves the right to accept or reject any or all proposals and to waive irregularities or technicalities in any proposal when in the best interest of the City. The City of Iowa City reserves the right to accept or reject any exception taken by the proposer to the terms and conditions of the Request for Proposal.
3. The City of Iowa City reserves the right to negotiate with more than one potential proposer after the submission of all proposals. The City of Iowa City may award a contract based on initial proposals received without discussing the proposals among the vendors. The City of Iowa City reserves the right to accept any submittal, or any part or parts thereof, or to reject any and all submittals.
4. It is the City's intent to make an award within one hundred and twenty (120) working days of the proposal due date. Offer prices and costs in Proposer submittal must remain valid until City completes award. Should any Proposer object to this condition, the Proposer must include their objection in the Exceptions, Deviation or other Agreements (Section Nine).
5. Award, if made, will be in accordance with the terms and conditions herein.
6. Award, if made, shall be in the form of a contract issued by the City, which may include the terms and conditions of the Request for Proposal, the Vendor's Proposal, and any additional submittals by the proposer that have been accepted by the City.
7. Any change to the contract must be approved in writing by the Purchasing Agent and the awarded vendor.
8. Consideration may be given to functionality, upgradeability, compatibility, product reliability, guarantees and warranty period, product availability, discounts and pricing, references, vendors adherence to specifications, technical expertise, company's reputation, technology and equipment, length of time committed for firm pricing, customer service and experience, and past experience of the City with the vendor.
9. Consideration may be given to favorable references from firms with projects of similar scopes that indicate that the proposer has the ability to carry out services and provide the products specified.
10. Consideration may be given to acceptable demonstration of the proposed system.
11. Proposals will be evaluated on the basis of their perceived competence, expertise and technical suitability relative to this Request for Proposal. Based on this evaluation, the City will identify the top three to five Vendors. Discussions may then be conducted with these selected respondents in order to clarify certain elements. Revisions may be permitted after submissions

and prior to award for the purpose of obtaining best and final offers at the discretion of the City. In conducting discussion, there shall be no disclosure of information derived from proposals submitted by competing proposer(s).

12. Responses may be rejected if the Vendor fails to perform any of the following:

- a. To adhere to one or more of the provisions established in this Request for Proposal
- b. To demonstrate competence, experience, and ability to provide the commodities and services described in this Request for Proposal
- c. To submit a response on or before the deadline, and complete all required forms
- d. To fulfill a request for an oral presentation
- e. To fulfill a request for an on-site demonstration
- f. To respond to a written request for clarification or additional information

13. The Vendor selected to receive the proposal will be responsible for the removal of boxes and debris during and after installation.

14. By submitting a proposal in response to this Request for Proposal, the proposer acknowledges that the proposal submitted shall become public information after the contract is awarded.

15. The awarded vendor must provide system-level and user-level documentation for the initial purchase and for all upgrades for system support usage. An electronic copy of all manuals must be made available at no charge to the City.

16. Awarded Vendor will be given the Contract Compliance document to complete and return prior to the purchase order being issued.

17. Awarded Vendor will be required to submit a Performance Bond equal to 100% of the project cost prior to the purchase order being issued.

18. Awarded vendor will be required to submit a current certificate of insurance prior to commencement of work. The certificate of insurance shall include the following items:

- The City of Iowa City will be named as additional insured
- Project proposal number and project title as the description
- Insurance carriers will be rated as A or better by A.M. Best

**E. No Debriefs to Proposers**

The City issues results and award decisions to all proposers, and does not otherwise provide debriefs of the evaluation of their respective proposals.

**F. Reference Checks and Proposal Clarification**

The City of Iowa City reserves the right to contact any reference to assist in the evaluation of the proposal, to verify information contained in the proposal, and to discuss the proposer's qualifications. The City of Iowa City reserves the right to obtain and consider information from other sources concerning a vendor such as the vendor's capability and performance under other contracts.

**G. Proposer Interviews:**

The City reserves the right to conduct interviews with individual Proposers to better assess the competency of the Proposer and his/her designated project team members to provide the prescribed Scope of Services in a timely and satisfactory manner. Invitation to participate in a pre-selection interview shall be solely at the discretion of the City. All such interviews will be conducted in Iowa City and shall be without cost to the City.

**H. Contractors:**

Award, if made, will be between the City of Iowa City and the proposer. The awarded vendor shall not subcontract any part of this contract without the prior written approval of the City. All subcontractors working on this contract must be employed by and responsible to the awarded vendor; all fees for this project will be paid to the main contractor. Failure to comply with the subcontractor provision will result in termination of the contract.

**I. Contract Negotiations:**

The contract that has been adopted for this project is attached and embedded on the last page of this Request for Proposal. Proposers are responsible to review all specifications, requirements, Terms and Conditions, insurance requirements, and other requirements herein. To be responsive, Proposers must be prepared to enter into a Contract substantially the same as the attached Contract. The Proposer's failure to execute a Contract substantially the same as the attached Contract may result in disqualification for future solicitations for this same or similar products/services.

Submittal of a proposal is agreement to this condition. Proposers are to price and submit proposals to reflect all the specifications, requirements, in this Request for Proposal and terms and conditions substantially the same as those included in this Request for Proposal.

Any specific areas of dispute with the attached Contract must be identified in Proposer's Response and may, at the sole discretion of the City, be grounds for disqualification from further consideration in award of a contract. Proposer shall provide alternative language for any disputed areas. Under no circumstances shall a Proposer submit its own standard contract terms and conditions as a response to this solicitation. Instead, Proposer must review and identify the language in the City's attached Contract Terms and Conditions that Proposer finds problematic, state the issue, and propose the language or contract modifications Proposer is requesting. The Proposer should keep in mind, when requesting such modifications, that the City is not obligated to accept the requested areas of dispute.

The City may consider and may choose to accept some, none, or all contract modifications that the Proposer has submitted with the Proposer's proposal.

The City of Iowa City reserves the right to negotiate specifications and terms and conditions which may be necessary or appropriate to the accomplishment of the purpose of this Request for Proposal. The City of Iowa City may require the Request for Proposal and the proposer's submitted proposal be made an integral part of the resulting contract. This implies that all responses, supplemental information, and other submissions provided by the proposer during discussions or negotiations will be held by the City of Iowa City as contractually binding on the successful proposer.



If negotiations cannot be completed to mutual satisfaction within 15 calendar days or in an otherwise reasonable time frame in the opinion of the City, then the City retains the sole option to terminate negotiation. In such an event, the City reserves the right to name another apparent successful Vendor and restart with the new Vendor or to terminate the Request for Proposal process.

The negotiated contract will provide that any material designed specifically to meet the City's Public project and needs, or any modifications to existing materials for the project will become the property of the City of Iowa City over which it shall have exclusive property rights.

**J. Pricing:**

The Proposer shall provide a not-to-exceed amount for each item specified on the Pricing and Company Information Form (Section Nine), this must include all travel and/or other direct costs. If there are additional costs to the project that are not specified on the Pricing and Company Information Form, the Proposer must include a detailed explanation of additional optional services to be offered.

In addition, if the Proposer offers additional services that are not part of the project or not covered in the base bid pricing, the Proposer, when offering such additional services, must provide a detailed explanation of additional optional services to be offered.

Any expenses for this project that are not included in the Proposers' proposal will be deemed the responsibility of the Proposer.

**K. Evaluation Process:**

Each proposal submitted stands alone and will be evaluated on its own merits in terms of meeting the City's requirements, terms and conditions, pricing, and overall responsiveness to the Request for Proposal. The evaluation committee may conduct discussions with any Proposer that submits an acceptable or potentially acceptable proposal. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. During the course of the discussions, the evaluation committee shall not disclose any information derived from one proposal to any other Proposer. The evaluation committee reserves the right to request the proposer to provide additional information during this process.

An evaluation committee will independently evaluate the merit of proposals received in accordance with the evaluation factors defined in the Request for Proposal. Failure of the proposer to provide any information requested in the Request for Proposal may result in disqualification of the proposal and shall be the responsibility of the Proposer. Phase One of the evaluation process shall be based on a 100 point scale. It is required that a proposal receive a minimum of 80 points, in order, to move on to Phase Two and be considered for award.

The proposal that accrues the highest points shall be recommended for award subject to the best interests of City. Categories have been identified for the evaluation process. Each category shall receive a point value within the specified range based on how well the proposal meets or exceeds the City's requirements. The following table lists the maximum points associated with each category.

**“The Vendor’s submission of a proposal implies vendor acceptance of the evaluation technique and vendor recognition that some subjective judgments shall be made by the City of Iowa City during assignment of points.”**

**Phase One**

During Phase One, it is required the proposal must receive a minimum of 80 points, in order, to be considered to continue to Phase Two. Categories have been identified for Phase One of the evaluation process. Each category shall receive a point total value within the specified range based

on how well the proposal meets or exceeds the City's specifications. Below are the maximum points associated with each category.

<u>Point Category</u>	<u>Assigned Points</u>
Compatibility with the City's desired functional and technical requirements	30
Cost (both cost of project and 5-year cost)	25
Public sector experience, product longevity and qualifications of the proposed staff	20
Proposed implementation strategy and plan, including training	15
Compatibility with the City's proposed contract terms and conditions	<u>10</u>
<b>Total Points Phase One</b>	<b>100</b>

During Phase Two of the evaluation process, selected Proposers will be invited to perform an on-site (location: City of Iowa City) presentation and demonstration of the proposed Land Development, Permit and Licensing Software System. The Proposers selected to participate in Phase Two will be notified by the Purchasing Division. All costs associated with the on-site presentation and demonstration, including travel expenses, will be the responsibility of the Proposer.

<u>Phase Two – Point Category</u>	<u>Assigned Points</u>
On-site (Iowa City) software demonstration and interviews	30
References, proven success of contracts with other clients and a <i>possible</i> customer site-visit by Iowa City staff	<u>20</u>
<b>Total Points for Phase Two</b>	<b>50</b>
<b>Total Points for Phase One and Phase Two</b>	<b>150</b>

**L. Specific Conditions and Instructions:**

**The above conditions and instructions clarify this specific proposal document, but are in addition to the attached General Conditions and Instructions to Proposers (Section Five).**

## Section Five – General Conditions and Instructions to Proposers

**The general rules and conditions which follow apply to all proposals issued by the City unless otherwise specified. Proposers or their authorized agents are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals; failure to do so shall be at the Proposer's own risk.**

**Request for Proposal (RFP):** is defined as a request for an offer, by one party to another, of terms and conditions with reference to some work or undertaking.

This document constitutes a **Request for Proposal**, and is thus a solicitation for responses. Conversely, this Request for Proposal is not a bid and is not governed by state or federal bidding requirements.

Moreover, any acceptance of a proposal shall not result in a binding contract between the City and the Proposer, but instead will simply enable negotiations to take place which may eventually result in a detailed and refined agreement or contract between the Proposer and the City.

"Proposal date" as referenced herein shall mean the local date and time specified in the proposal documents.

### A. Conditions for Proposing

1. No Contact Policy. All questions regarding this Request for Proposal must be in written form and must be submitted to the Purchasing Division, as stated above. After the date and time established for receipt of proposals by the City, any contact initiated by the proposer or by a City representative, other than the Purchasing Division representative listed herein, concerning this Request for Proposal is prohibited. Any such unauthorized contact may cause the disqualification of the proposer from the procurement transaction.

Unless authorized by the Purchasing Division, no other City official or City employee is empowered to speak for the City with respect to this acquisition. Any Proposer seeking to obtain information, clarification, or interpretations from any other City official or City employee other than the Purchasing Division is advised that such material is used at the Proposer's own risk. The City will not be bound by any such information, clarification, or interpretation.

Following the Proposal submittal deadline, Proposers shall not contact the Purchasing Division or any other City employee except to respond to a request by the Purchasing Division.

2. Completeness/Authorization of Proposal. Proposer shall supply all information and submittals required by the proposal documents to constitute a proper proposal. The proposal shall clearly state the legal name, address, telephone number, and fax number of the Proposer. The proposal shall be signed above the typed or printed name and title of the signer. The signer shall have the legal authority to bind the Proposer to the proposal.

3. Addressing of Proposal. Unless otherwise specified, faxed or e-mailed proposals will not be accepted. Proposal shall be submitted in a sealed envelope or box clearly marked on the front with proposal number and due date, and unless otherwise specified, addressed to:

Attn: City Clerk's Office  
City of Iowa City  
410 E. Washington St., Room 140  
Iowa City, Iowa 52240-1826

4. Proposal Deadline. Proposer shall be responsible for taking whatever measures are necessary to ensure that the proposal reaches the office of the City Clerk or other specified agent on or before the local time and date specified. The City shall not be responsible for, and may not consider, any proposal delayed in the postal or other delivery service, or in the City's internal mail system, nor any late proposal, amendment thereto, or request for withdrawal of proposal received after the date specified. Proposals received after the time and date specified on the Request for Proposal will not be opened and will not be considered for award.

A written request for withdrawal of a proposal or any part thereof may be granted, provided the request is received in writing by the City prior to the specified proposal date.

5. Receipt of Proposals. Unless otherwise required by the Iowa Public Records law, during the process of negotiations, no proposals shall be handled so as to permit disclosure to competing Proposers of the identity of the Proposer with whom the City is negotiating or the contents of the proposal.
6. Proposals Binding 120 Days. Unless otherwise specified, all formal proposals, including any negotiations, submitted shall be binding for one hundred and twenty (120) working days following the due date for the proposal or negotiations, unless the Proposer(s), at the City's request, agrees in writing to an extension.
7. Trade Secrets or Proprietary Information. Responses to this Request for Proposal become the exclusive property of the City of Iowa City. All documents submitted in response to this Request for Proposal may be regarded as public records and may be subject to disclosure. Protection from disclosure may apply to those elements in each submittal which are marked as "Trade Secret", "Confidential", or "Proprietary". During the course of, the submittal evaluation process or the course of the project, City of Iowa City will accept materials clearly and prominently labeled "Trade Secret", "Confidential", or "Proprietary" by the respondent or other submitting party. The City of Iowa City will not advise as to the nature of the content of the documents entitled to protection to disclosure, or as to the definition of trade secret, confidential, or proprietary information. The respondent or other submitting party will be solely responsible for all such determinations made by it, and for clearly and prominently marking each and every page or sheet of materials with "Trade Secret", "Confidential", or "Proprietary" as it determines to be appropriate. Respondents which indiscriminately so identify all or most of their submittal as protected from disclosure without justification may be deemed non-responsive.

The City of Iowa City will endeavor to advise the Respondent of any request for the disclosure of the material so marked with "Trade Secret", "Confidential", or "Proprietary", and give the

proposer or other submitting party the opportunity to seek a court order to protect such materials from disclosure. If a party other than the proposer submitted the requested material, the proposer shall be solely responsible for notifying the submitting party of the request. The City's sole responsibility is to notify the proposer of the request for disclosure, and the City of Iowa City shall not be liable for any damages resulting out of such disclosure, whether such disclosure is deemed required by law, by an order of court or administrative agency, or occurs through inadvertence, mistake, negligence on the part of the City of Iowa City or their officers, employees, consultants, or subconsultants.

8. Multiple Proposals. Proposers may submit more than one proposal, provided the additional proposal or proposals are properly submitted on the proposal forms or in the proposal format.
9. Competency of Proposer. No proposal may be accepted from or contract awarded to any person, firm or corporation that is in arrears or in default to the City of Iowa City upon any debt or contract. Prior failure of a Proposer to perform faithfully on any previous contract or work for the City may be grounds for rejection. If requested, the Proposer shall present evidence of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these proposal documents; such evidence shall be presented within a specified time and to the satisfaction of the City.
10. Collusive Proposing. The Proposer certifies that the proposal is made without any previous understanding, agreement or connection with any person, firm, or corporation making a proposal for the same project, without prior knowledge of competitive prices, and that the proposal is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.
11. Officers not to Benefit. Upon signing this agreement, Proposer acknowledges that Section 362.5 of the Iowa Code prohibits a City officer or employee from having an interest in a contract with the City, and certifies that no employee or officer of the City, which includes members of the City Council and City boards and commissions, has an interest, either direct or indirect, in this agreement, that does not fall within the exceptions to said statutory provision enumerated in Section 362.5
12. Equal Employment Opportunity. All Proposers are subject to and must comply with the provisions of the City's Equal Employment Opportunity policy and applicable local, state and federal antidiscrimination laws. All City contractors, subcontractors or consultants with contracts of \$25,000 or more (or less, if required by another governmental agency) must abide by the requirements of the City's Contract Compliance. Emergency contracts are exempt from this provision.
13. Wage Theft. All City contractors with contracts of \$25,000 or more must abide by the requirements of the City's Wage Theft Policy. Pursuant to the Wage Theft Policy, the City will not enter into certain contracts with, or provide discretionary economic development assistance to, any person or entity (including an owner of more than 25% of the entity) who has admitted guilt or liability or been adjudicated guilty or liable in any judicial or administrative proceeding of committing a repeated or willful violation of the Iowa Wage Payment Collection law, the Iowa Minimum Wage Act, the Federal Fair Labor Standards Act or any comparable state

statute or local ordinance, which governs the payment of wages, for a period of five (5) years from the date of the last conviction, entry of plea, administrative finding or admission of guilt.

The Wage Theft Policy does not apply to emergency purchases of goods and services, emergency construction or public improvement work, sole source contracts excepted by the City’s purchasing manual, cooperative/piggyback purchasing or contracts with other governmental entities.

**B. Bonds and Insurance**

1. Insurance Requirements. When required, the successful Proposer shall provide insurance as follows:

a. Certificate of Insurance; Cancellation or Modification

1. Before commencing work, the Contractor shall submit to the City for approval of a Certificate of Insurance meeting all requirements specified herein, to be in effect for the full contract period.
2. The Contractor shall notify the City in writing at least thirty (30) calendar days prior to any change or cancellation of said policy or policies.
3. Cancellation or modification of said policy or policies shall be considered just cause for the City of Iowa City to immediately cancel the contract and/or to halt on the contract, and to withhold payment for any work performed on the contract.
4. The policy shall be primary in payment, not excess or contingent, regardless of any other coverage available to the City.

b. Minimum Coverage

Any policy or policies of insurance purchased by the Contractor to satisfy his/her responsibilities under this contract shall include contractual liability coverage, and shall be in the following type and minimum amounts:

Insurance Requirements		
Informal Project Specs: Class I (under \$1 Million)		
Type of Coverage	Each Occurrence	Aggregate
a. Comprehensive General Liability		
(1) Bodily Injury & Property Damage	\$500,000	\$1,000,000
b. Automobile Liability	Combined Single Limit	
(1) Bodily Injury & Property Damage	\$500,000	
c. Worker’s Compensation Insurance as required by Chapter 85, Code of Iowa.		

The City requires that the Contractor’s Insurance carrier be “A” rated or better by A.M. Best.

Errors & Omissions will be required	\$500,000
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2. **Performance Bond.** The successful Proposer shall furnish a bond in the amount of one hundred percent (100%) of the contract price, said bond to be issued by a responsible surety approved by the City and shall guarantee the prompt payments of all materials and labor and protect and save harmless the City from claims and damages of any kind caused by the operation of the contract, and shall also guarantee the maintenance of the improvement for a specified period following its completion and acceptance by the City. A letter of Irrevocable Credit from a responsible lending agency approved by the City, for the same guarantee(s) as noted above, may be submitted for approval. The City reserves the right to accept or reject this form of guarantee.

**C. Specifications**

1. **Formal Specifications.** The Proposer shall abide by and comply with the true intent of the specifications (i.e., not take advantage of any unintentional error or omission). Whenever mention herein is made of a service to be provided in accordance with laws, ordinances, building codes, underwriters' codes or similar expressions, the requirements of these laws, ordinances, etc., shall be construed as the minimum requirements of the specifications.

The absence of a written list of deviations submitted with the proposal shall hold the Proposer strictly accountable to the City and to the specifications as written. Any unauthorized deviation from the specifications may be grounds for rejection of the service when delivered.

2. **Proposed Alternate.** When an item is identified in the bid document by a manufacturer's name or catalog number, it is understood that the Proposer proposes to furnish the commodity and/or service so identified by the City unless the Proposer specifically proposes an alternate. In bidding on a proposed alternate, the Proposer shall clearly state on his/her bid exactly what he/she proposes to furnish, and forward with his/her bid, a complete description of the proposed alternate, including brand, model number, drawings, performance and test data, references, and any other information necessary for a complete evaluation. Proposer shall include a statement setting forth any changes in other materials, equipment, or other work which would be required by incorporation of the proposed alternate. The burden of proof of the merit of the proposed alternate is upon the Proposer.

The City's decision to approve or disapprove of a proposed alternate shall be final.

3. **Qualifications, Credentials and References.** The Proposer shall provide a description of qualifications, credentials, experience, and resources as they relate to the provision of the proposal. The Proposer shall also provide a list of clients for whom similar work has been performed within the last two years, including the firm, contact person, address, and phone number of each contact person.
4. **Addendum to Specifications.** Any substantive interpretation, correction or change of the proposal documents shall be made by written addendum. Unless otherwise specified the addendum will be posted to the City of Iowa City website: <https://icgov.org/purchasing-bids>

Interpretation, corrections or changes of the proposal documents made in any other manner shall not be binding. Such interpretations, corrections or changes shall not be relied upon by Proposer. Any addenda shall be issued by the City within a reasonable time prior to the proposal date. It is

the Proposer's responsibility to visit this web-site to ensure that they have received all important addenda or revisions to the Request for Proposal prior to bidding.

5. Receipt of One Proposal. In the event only one proposal is received, the City of Iowa City may require that the successful vendor submit a cost proposal in sufficient detail for the City to perform a cost/price analysis to determine if the proposal price is fair and reasonable.

**D. Selection of Firm**

1. Rejection of Proposals. The City reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission. The City also reserves the right to reject the proposal of any Proposer who has previously failed to perform properly or complete on time contracts of a similar nature, or a proposal from a Proposer who, investigation shows, is not in a position to satisfactorily and timely perform the contract.
2. Selection. The City desires to enter into negotiations and ultimately reach an agreement with a Proposer who demonstrates the best combination of attributes to conduct the project, and who also negotiates a project cost with the City that is fair and reasonable. The City may conduct discussions with any Proposer who has submitted a proposal to determine qualifications, for further consideration. Since the initial review by the City will be deemed preliminary in nature, the document and process will be deemed confidential until such time as the successful Proposer is selected. Criteria for selection will include but not be limited to:
  - The quality, availability, adaptability and life cycle costing of the commodities and/or service.
  - Guarantees and warranties.
  - Ability, capacity and skill to provide the commodities and/or service required within the specified time.
  - Ability to provide future maintenance and service.
  - Character, integrity, reputation, experience and efficiency.
  - Quality of performance of previous and/or existing contracts.
  - Previous and existing compliance with laws and ordinances relating to contracts with the City and to the Proposer's employment practices.
  - Whether the Proposer is in arrears to the City, in debt on a contract or is a defaulter on surety to the City.
  - If reasonable doubts arise as to Proposer's solvency, the City reserves the right to require financial information sufficient to show solvency and/or require a performance bond.
  - Such other relevant information as may be secured by the City.
  - Cost estimate; the City is not required to accept the proposal with the lowest cost estimate.

Once the City has reached an agreement with the Proposer, a purchase order will be issued to the awardee. The purchase order will define the conditions of the contract between the City and the contractor selected to receive the award.



3. Corrections to Submitted Proposal. Any changes that are made to this proposal using correction fluid, writing utensils, etc. before submission must be dated and initialed in each area that a change was made.
4. Pricing Requirements. All pricing submitted by the Proposer shall be indicated in both words and figures. (Ex. \$200.50, Two hundred dollars and fifty cents).
5. Presentations. When required and based on an evaluation of proposals submitted, the City may select finalists who will be required to participate in interviews, including key personnel designated for the proposal, and to make presentations regarding their qualifications and their ability to furnish the required service to best serve the needs of the City.

Formal presentations will be scored and evaluated by a committee. The evaluation committee will make a recommendation to the City Manager and if required, to the City Council for final approval. Nothing in the proposal can obligate the City to enter into a contract.

6. Errors in Proposal. Any ambiguity in any proposal as a result of omission, error, lack of clarity or noncompliance by the Proposer with specifications, instructions and conditions shall be construed in the light most favorable to the City. Changes in proposals shall be initialed and dated.

**E. General Contract Provisions**

1. Contract Award. Upon City's selection and satisfactory negotiation between City and Proposer on the work to be performed, the City and Proposer shall enter a binding agreement. The contract shall be on forms provided by the City.
2. Insurance. Current Certificate of Insurance in the amounts specified shall be on file with the City before work can commence.
3. Availability of Funds. A contract shall be deemed valid only to the extent of appropriations available to each project. The City's extended obligation on these contracts which envision extended funding through successive fiscal periods shall be contingent upon actual appropriation for the following fiscal year.
4. Change in Laws: In the event of a change in law that frustrates the goals of the City relative to this contract, the City will be entitled to terminate the contract upon written notification to the vendor without cost or penalty to the City.
5. Contract Alterations. The City reserves the right to make changes to the good and/or services to be provided which are within the Scope of this Contract. No assignment, alteration, change, or modification of the terms of this Contract shall be valid unless made in writing and agreed to by both the City and the Vendor. The Vendor shall not commence any additional work or change the scope of the goods and/or services provided until authorized in writing by the City. The Vendor shall make no claim for additional compensation in the absence of a prior written approval and amendment of this Contract executed by both the Vendor and the City. This Contract may only be amended, supplemented or modified by a written document executed in the same manner as this Agreement by the Purchasing Division.

6. Subletting of Contract. Proposer shall not assign, transfer, convey, sublet or otherwise dispose of the contract or their right, title or interest therein, or their power to execute such contract to any other person, firm or corporation without the prior written consent of the City, but in no case shall such consent relieve the Proposer from their obligations, or change the terms of the contract.
7. Contract Period. Contract shall remain in force for the full specified period and until all services have been satisfactorily delivered and accepted and thereafter until all requirements and conditions shall be met, unless:
  - a. Extended upon written authorization of the City and accepted by contractor, for a period negotiated and agreed upon by both parties, when in the best interest of the City.
  - b. Terminated due to default, as described below.
8. Default. The contract may be cancelled or annulled by the City in whole or in part by written notice of default to the Proposer upon non-performance, violation of contract terms, delivery failure, bankruptcy or insolvency, or the making of an assignment for the benefit of creditors. The City reserves the right to grant Contractor a specified cure period during which to cure or remedy the default, which cure period shall be included in the written notice of default. If default is not cured within the specified time, City reserves the right, but is not obligated to, extend the cure period or City may deem the Contract terminated without further notice. In either event, the defaulting Contractor (or his/her surety) shall be liable to the City for cost to the City in excess of the defaulted contract price. Lack of knowledge by the Contractor will in no way be a cause for relief from responsibility.

If the Contract is terminated, an award may then be made to the next qualified Proposer; or when time is of the essence, services may be contracted in accordance with Emergency procedures.
9. Delivery Failures. Failure of a contractor to provide commodities and/or service within the time specified, unless extended in writing by the City, or failure to replace rejected commodities and/or service when so directed by the City shall constitute delivery failure. When such failure occurs, the City reserves the right to cancel or adjust the contract, whichever is in the best interest of the City. In either event, the City may purchase in the open market commodities and/or service of comparable worth to replace the articles of service rejected or not delivered. On all such purchases, the Contractor shall reimburse the City, within a reasonable time specified by the City, for any expense incurred more than contract prices, or the City may deduct such amount from monies owed the Contractor. If the contract is not cancelled, such purchases shall be deducted from contract quantities. The City reserves the right to accept commodities and/or service delivered which do not meet specifications or are substandard in quality, subject to an adjustment in price to be determined by the City. Acceptance will be at the sole discretion of the City.
10. Force Majeure. The Contractor shall not be liable in damages for delivery failure when such failure is the result of fire, flood, strike, and act of God, act of government, act of an alien enemy or any other circumstances which, in the City's opinion, is beyond the control of the Contractor. Under such circumstances, however, the City may at its discretion cancel the contract.

11. Indemnity. The Proposer shall indemnify, defend and hold harmless the City of Iowa City and its officers, employees and agents from any and all liability, loss, cost, damage, and expense (including reasonable attorney's fees and court costs) resulting from, arising out of, or incurred by reason of any claims, actions, or suits based upon or alleging bodily injury including death, license, patent, or copyright infringement, or property damage rising out of or resulting from the Proposer's operations under this Contract, whether such operations be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either.

Proposer is not, and shall not be deemed to be, an agent or employee of the City of Iowa City.

Responsibility for Damage Claims - It is specifically agreed between the parties executing this contract that it is not intended by any of the provisions of any part of the contract documents to create in the public or any member thereof a third party beneficiary hereunder, or to authorize anyone not a party to this contract to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this contract. It is understood that no subcontractor is a third-party beneficiary to any contract between the Contracting Authority and the prime contractor. Nothing in any special provision or any supplemental specification shall be construed as eliminating or superseding the requirements of this section.

Proposer further agrees to:

- a. Save the City, its agents and employees harmless from liability of any nature or kind for the use of any copy-right or non-copyright composition, secret process, license, patented or unpatented invention, article, apparatus, or appliance, including any device or article forming a part of the apparatus or appliance of which the Proposer is not the patentee, assignee, licensee or owner, furnished or used in the performance of the contract.
  - b. Obtain all permits and licenses required by city, state and federal governments and pay all related fees. The Proposer shall also comply with all laws, ordinances, rules and regulations of the City, State of Iowa and the Federal Government.
12. Anti-Discrimination. Proposer shall not discriminate against any person in employment or public accommodation because of race, religion, color, creed, gender identity, sex, national origin, sexual orientation, mental or physical disability, marital status or age. "Employment" shall include but not be limited to hiring, accepting, registering, classifying, promoting, or referring to employment. "Public accommodation" shall include but not be limited to providing goods, services, facilities, privileges and advantages to the public.
  13. Choice of Law and Forum. The laws of the State of Iowa shall govern and determine all matters arising out of or in connection with this proposal, including but not limited to any resulting Contract, without regard to the conflict of law provisions of Iowa law. Any and all litigation commenced in connection with this proposal or any resulting Contract shall be brought and maintained solely in Johnson County District Court for the State of Iowa, Iowa City, Iowa, or in the United States District Court for the Southern District of Iowa, Davenport Division, Davenport, Iowa, wherever jurisdiction is appropriate. This provision shall not be construed as waiving any immunity to suit or liability in State or Federal court, which may be available to the City of Iowa City.

**F. Payment Provisions**

1. Payment Terms. Payment may be made only after inspection and acceptance by the using department. Payment of balances shall be made only after approval and final acceptance by the City.

Installation/configuration (loaded onto server)	25%
Data conversion and training complete (go live)	50%
Final Acceptance (end of waiting period)	25%

2. Invoicing. Following acceptance of each payment term, payment shall be made within thirty (30) calendar days from receipt of itemized invoice. Before City will pay any invoice, the invoice must first include proposal number, department name, dollar amount, and any other pertinent information. Submit invoice to:

Purchasing Division  
City of Iowa City  
410 East Washington St.  
Iowa City, Iowa 52240

3. Withholding Payment. Consideration for withholding payment shall include faulty materials, or workmanship, failure to meet delivery deadlines, and liens that have been filed, or evidence indicating a possible filing of claims. In all cases, regulations and limitations imposed by the Federal Government and State of Iowa shall prevail.
4. Taxes. The City of Iowa City is exempt from all Federal, State of Iowa and other states' taxes on the purchase of commodities and services used by the City of Iowa City within the State of Iowa. The Purchasing Division shall provide tax exemption certification to out of state suppliers as required. Out of state taxes imposed on purchases of commodities and/or services which are used within another state are applicable and subject to payment.

## **Section Six - Questionnaire**

All questions must be answered and the data given must be clear and comprehensive. Additional information may also be submitted if so desired. **Word format is posted on the website, along with the Request for Proposal document.**

### **A. Company Information**

1. Explain the history of your company. Including the official name of your company, permanent address of your company, dates of official organization, etc. If your company is considered a corporation where was it incorporated?
2. How many years has your company been in the Land Development, Permit and Licensing Software business? List a minimum of five (5) government agencies of similar scope using the proposed system, include: **Government Agency Name, Contact Name, Contact Phone # and Date Installed. Provide a detailed description of the system installed in each Government Agency.**
3. Explain your customer service policy, including the attention that your company devotes to individual accounts? Does your company designate an Account Representative(s) to individual accounts? List the proposed Account Representative(s) for the City, include both experience and qualifications of the designated Account Representative(s). List the responsibilities of each Account Representative(s).
4. What is your company's policy regarding unsatisfactory commodities or service? Do you have a customer satisfaction policy? Explain.
5. Explain your company's responsibilities and policies in the following areas: Repair, Service and Maintenance, and Technical Assistance.
6. As it is anticipated that Land Development, Permit and Licensing Software System's technology will continue to evolve rapidly, please describe in detail the approach that your organization plans to take in the next five (5) years and beyond. Specifically, we are evaluating the extent to which an investment in your organization's current technology will protect the City now and in the future.
7. Has your company ever failed to complete a contract? If yes, please explain in detail.
8. Has your company ever defaulted on a contract? If yes, please explain in detail.
9. If the proposer is not the manufacturer or developer of the software, describe your precise relationship with the manufacturer or developer of the proposed system (i.e., distributor, branch, common parent, sole owner/developer etc.).

### **B. Proposed System**

1. Based on the requirements of the City of Iowa City, give a complete description of the proposed system, including the functionality and features of the Land Development, Permit and Licensing Software System that you are proposing.
2. What would you consider the most outstanding benefit or function of the system proposed by your company?
3. Explain the configuration of the proposed system, include all equipment required to support the system. Model number, brand, etc. must be included with your equipment list.

4. When was the proposed system available to the consumer market?
5. Is the system user friendly, easily manipulated? For example, does the system provide a user-friendly method to change the parameters as the City's operations change? If yes, explain in detail.
6. What kinds of reports are generated, including management reports? Can customized reports be generated? Is there a notes function? What information is on standard reports, date, time, etc?
7. Does the System provide ability to compare year to date data with previous years' data?
8. Does the System provide for data extraction for use in ad hoc reporting? Are queries simple to learn and use, with the capability to direct results of queries to the screen, printer, ASCII file, Word or Excel spreadsheet? Can the System capture recurring queries in a library to be re-executed as a menu option as needed?
9. Does the System have easy print capabilities for all information that appears on the screen?
10. Explain your company's warranty and/or guarantee policy on the proposed system. Are there additional costs involved with any of your warranty and/or guarantee policies? Who handles warranty claims?
11. Explain the future availability of the proposed system. Does your company provide a written policy on maintenance/service? If yes, how long does your company guarantee maintenance/service?
12. Have any of your clients experienced issues with your software that led to a loss of service? If so, explain the incident(s) and how the issue(s) were resolved. Provide a time frame for resolution of the incident(s).
13. State if your company is PCI Compliant and provide documentation.

**C. Hardware and Software**

1. Please indicate any hardware recommendations for server or client machine specifications such as memory, cpu, and hard drive spaced to support the proposed solution:
  - Recommended server host hardware; \_\_\_\_\_
  - Recommended client host hardware; \_\_\_\_\_
  - Operating systems of the hosts; \_\_\_\_\_
  - Browser compatibility; \_\_\_\_\_
  - Internet bandwidth requirements; \_\_\_\_\_
  - Database size and configuration; \_\_\_\_\_
  - Websites; \_\_\_\_\_
  - And any other items not specifically identified. \_\_\_\_\_
2. Does the proposed system support multiple users, both local and remote?
3. Does your system have the ability to accept payment for permits from customers banking accounts directly or indirectly? Explain in detail.

4. How does the proposed solution apply payments? Can payment application parameters be changed?
5. Does your proposed solution allow digital pictures or documents to be attached to the record?
6. Explain in detail the license structure for all software for this project. Include the cost of each license.
7. Explain in detail the proposed software configuration and whether the software needs to be installed on the server and/or the workstation.
8. List the data formats supported by the proposed system. Are other data formats available, and if so, does the system require any additional software or equipment? Explain.
9. If the software system contains a web-based interface, describe its capabilities.
10. If a web-based system is available, can it perform the following functions:

Lookup a permit citation	yes_____
	no_____
Pay for a permit or citation through a secure online transaction	yes_____
	no_____
Display payment history	yes_____
	no_____
Appeal one or more citation(s)	yes_____
	no_____
Purchase a permit through a secure online transaction	yes_____
	no_____
11. Is there an additional cost for the web interface?
12. Should a web interface not be available, can an in-house web interface be used which will require the ability to interface and manipulate the proposed solution? Examples include, but are not limited to:
  - Querying the database for current permit or citation information
  - Updating the database when a payment has been made
13. Provide a copy of your software warranty contract. Include a copy of your maintenance agreement that would cover the proposed system.
14. Describe how your company will provide remote support to the System to diagnose and provide corrections on-line. Are there any costs associated with dial-up support?
15. Explain applicable "escalation" procedures for providing additional assistance if a software failure is not resolved in a twenty-four (24) hour time frame. Describe notification procedures and timing as well as what higher levels of assistance will be brought in.

16. Fully explain all responsibilities of both the vendor and the City in the isolation and diagnosis of software failures.
17. Explain the hardware and software upgrade capabilities of the proposed system. Are upgrades an additional expense? Who is responsible for upgrading the equipment? Does an upgrade require installation on all workstations or can an upgrade be installed on the server?
18. What is the distribution method for software maintenance and new releases?
19. How many major enhancements/upgrades are provided each year? Do they include updates to the user manual? Please state any costs associated.
20. If a release is not installed (i.e., a release is skipped), what steps are required to install subsequent releases?
21. Describe the various levels of software maintenance support and the associated agreements. Include the software upgrades that are available for each agreement.

**D. Customer Support**

1. Does your organization represent, manufacture, and support the Land Development, Permit and Licensing Software System's hardware and software that your company markets? If no, who does?
2. Explain your company's procedures regarding service and on-site services (example: telephone, on-site, remote). Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Would your company have a dedicated service technician(s) to support the City of Iowa City's Land Development, Permit and Licensing Software System?
3. Indicate the provisions for support if your business terminates, is subjected to a strike, or shut down for any reason.
4. Does your company provide updated technical and end-user documentation, for all System related problem resolutions, enhancements, and new releases provided by the vendor?
5. Does your company provide Internet Web page support including downloading of system modifications or enhancements? If yes, give a detailed description of your company's web capabilities.
6. Clearly identify if your company or a third party will provide support services. Provide the locations, and hours of operation, and relationship of any third-party service centers to be utilized.
7. Provide details on support service arrangements for the proposed system and the cost for any alternatives available including support contracts and per-call assistance. Provide the annual support contract price based on the initial system configuration including details on how this price is computed.
  - a. Describe methods of support available – phone, web, personal, hours of availability.
  - b. Support tracking methods for individual incidents.
  - c. Frequency and method of delivery of updates, patches and bug fixes.



8. Does your company make changes to the software based on the client's requirements? If, so to what extent? What would be considered a change that would be considered a no charge vs an enhancement where the City would be charged?

**E. Training Program**

1. Provide a **detailed** description of your company's training programming for system users, as well as the system administrators; including, but not limited to:
  - Names of the individuals conducting the training
  - The number of users your company will train
  - Length of class time
  - Information covered
  - Where training is held
  - Which functions the system administrator(s) will be trained
  - Where in the contract process does the training take place
2. Describe educational services that will be provided by your company to adequately train end-users on the use of the System. Are there any costs associated with each service? If yes, please explain.
3. Describe educational services that will be provided by your company to adequately train designated system personnel in the operation of the software and to assist in the diagnosis of software problems. Indicate the number of people to be trained.
4. Does your company provide additional training that is not included in the purchase price of the System? If yes, what are the costs associated with the additional training?
5. List any training by type, duration, and location that must be conducted off-site.
6. Describe your program for ongoing training and refresher courses of the proposed System.
7. List customer support groups or forums that are actively used by your customers. List conferences with training topics pertinent to your software.

**F. Company Pricing**

1. Explain your company's pricing and discount policy.
2. What optional features may be available to improve the functionality of the system proposed? List all additional costs associated with the optional features.
3. What is included in your company's support services? Do the customer support services include a minimum number of visits per year? What is the cost? List the ongoing costs of supporting the software.
4. Give a detailed description of pricing for the first five (5) years, including all service agreements and hardware.
5. Are there additional charges to make modifications to the proposed system? List the dollar amount per hour your company charges for modifications.
6. Indicate the hourly rate the City can expect for support not covered by warranty or support agreement for the proposed system.

7. Provide the rate at which the support agreement costs are escalated each year including any contractual limits in escalation of costs.

### **Section Seven – City of Iowa City Wage Theft Policy**

It is the policy of the City of Iowa City, as expressed by City Council Resolution No. 15-364 adopted on November 10, 2015, not to enter into certain contracts with, or provide discretionary economic development assistance to, any person or entity (including an owner of more than 25% of the entity) who has admitted guilt or liability or been adjudicated guilty or liable in any judicial or administrative proceeding of committing a repeated or willful violation of the Iowa Wage Payment Collection law, the Iowa Minimum Wage Act, the Federal Fair Labor Standards Act or any comparable state statute or local ordinance, which governs the payment of wages, for a period of five (5) years from the date of the last conviction, entry of plea, administrative finding or admission of guilt. (hereinafter “Wage Theft Policy”)

1. **Application.** The Wage Theft Policy applies to the following:
  - a. Contracts in excess of \$25,000 for goods, services or public improvements.
  - b. Contracts for discretionary economic development assistance. “Discretionary” economic development assistance shall mean any economic development assistance provided by the City of Iowa City that is not required by law.
2. **Exceptions.** The Wage Theft Policy does not apply to emergency purchases of goods and services, emergency construction or public improvement work, sole source contracts excepted by the City’s purchasing manual, cooperative/piggyback purchasing or contracts with other governmental entities.
3. **Affidavit.** **The contracting entity must complete the attached affidavit showing compliance with the Wage Theft Policy and provide it to the Contracting Department prior to the execution of the contract.**

**Contract provision:** Any contract to which this policy is applicable will include the following contract provision: If the City becomes aware that a person or entity (including an owner of more than 25% of the entity) has admitted guilt or liability or been adjudicated guilty or liable in any judicial or administrative proceeding of committing a repeated or willful violation of the Iowa Wage Payment Collection law, the Iowa Minimum Wage Act, the Federal Fair Labor Standards Act or any comparable state statute or local ordinance, which governs the payment of wages, within the five (5) year period prior to the award or at any time after the award, such violation shall constitute a default under the contract.

4. **Waivers.** If a person or entity is ineligible to contract with the City as a result of the Wage Theft Policy it may submit a request in writing indicating that one or more of the following actions have been taken:
  - a. There has been a bona fide change in ownership or control of the ineligible person or entity;
  - b. Disciplinary action has been taken against the individual(s) responsible for the acts giving rise to the violation(s);
  - c. Remedial action has been taken to prevent a recurrence of the acts giving rise to the disqualification or default; or
  - d. Other factors that the person or entity believes are relevant.

The City Manager or Designee shall review the documentation submitted, make any inquiries deemed necessary, request additional documentation if warranted and determine whether a reduction in the ineligibility period or waiver is warranted. Should the City Manager or Designee determine that a reduction or waiver of the ineligibility period is warranted the City Manager or Designee shall make such

recommendation to the City Council. The City Council will make a final decision as to whether to grant a reduction or waiver.

Wage Theft Affidavit

State of \_\_\_\_\_ )

) ss:

\_\_\_\_\_ County )

I, \_\_\_\_\_, upon being duly sworn, state as follows:

1. I am the \_\_\_\_\_ (position) of \_\_\_\_\_ (“contracting entity”) and have the authority to execute this affidavit on behalf of said contracting entity and any person or entity with an ownership interest in said contracting entity of more than 25%.
2. Neither \_\_\_\_\_ (contracting entity) nor any person or entity with an ownership interest of more than 25% of said contracting entity has been adjudicated guilty or liable in any judicial or administrative proceeding of committing a repeated or willful violation of the Iowa Wage Payment Collection Law, the Iowa Minimum Wage Act, the Federal Fair Labor Standards Act or any comparable state statute or local ordinance, which governs the payment of wages in the last 5 years.

\_\_\_\_\_  
Signature

This instrument was acknowledged before me by

\_\_\_\_\_ on \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public in and for the State of \_\_\_\_\_

**Section Eight - Contract Compliance Program**  
*(To be completed by awarded vendor only)*

**General Policy Statement**

It is the policy of the City of Iowa City to require equal employment opportunity in all City Contract work. This policy prohibits discrimination by the City's contractors, consultants and vendors and requires them to ensure that applicants seeking employment with them and their employees are treated equally without regard to race, color, creed, religion, national origin, sex, gender identity, sexual orientation, disability, marital status, and age.

It is the City's intention to assist employers, who are City contractors, vendors or consultants, in designing and implementing equal opportunity so that all citizens will be afforded equal accessibility and opportunity to gain and maintain employment.

**Provisions:**

1. All contractors, vendors, and consultants requesting to do business with the City must submit an Equal Opportunity Policy Statement before the execution of the contract.
2. All City contractors, vendors, and consultants with contracts of \$25,000 or more (or less) if required by another governmental agency) must abide by the requirements of the City's Contract Compliance Program. Emergency contracts may be exempt from this provision at the discretion of the City. Regardless of the value of the contract, all contractors, vendors, and consultants are subject to the City's Human Rights Ordinance, which is codified at Article 2 of the City Code.
3. Contracting departments are responsible for assuring that City contractors, vendors, and consultants are made aware of the City's Contract Compliance Program reporting responsibilities and receive the appropriate reporting forms. A notification of requirements will be included in any request for proposal and notice of bids.
4. Contracting departments are responsible for answering questions about contractor, consultant, and vendor compliance during the course of the contract with the City.
5. All contractors, consultants and vendors must refrain from the use of any signs or designations which are sexist in nature, such as those which state "Men Working" or "Flagman Ahead", and instead use gender neutral signs.
6. All contractors, consultants, and vendors must assure that their subcontractors abide by the City's Human Rights Ordinance. The City's protected classes are listed at Iowa City City Code section 2-3-1.

**Suggested steps to assure Equal Employment Opportunities**

1. Company Policy  
Determine your company's policy regarding equal employment opportunities. Document the policy and post it in a conspicuous place so that it is known to all your employees. Furthermore, disseminate the policy to all potential sources of employees and to their subcontractors asking their cooperation. The policy statement should recognize and accept their responsibility to provide equal employment opportunity in all your employment practices. In regard to dissemination of this policy, this can be done, for example, through the use of letters to all

recruitment sources and subcontractors, personal contacts, employee meetings, web page postings, employee handbooks, and advertising.

2. Equal Employment Opportunity Officer

Designate an equal employment opportunity officer or, at a minimum, assign someone the responsibility of administering and promoting your company's Equal Employment Opportunity program. This person should have a position in your organization which emphasizes the importance of the program.

3. Instruct Staff

Your staff should be aware of and be required to abide by your Equal Employment Opportunity program. All employees authorized to hire, supervise, promote, or discharge employees or are involved in such actions should be trained and required to comply with your policy and the current equal employment opportunity laws.

4. Recruitment

- (a) Let potential employees know you are an equal opportunity employer. This can be done by identifying yourself on all recruitment advertising as "as equal opportunity employer".
- (b) Use recruitment sources that are likely to yield diverse applicant pools. Word-of-mouth recruitment will only perpetuate the current composition of your workforce. Send recruitment sources a letter annually which affirms your commitment to equal employment opportunity and requests their assistance in helping you reach diverse applicant pools.
- (c) Analyze and review your company's recruitment procedures to identify and eliminate discriminatory barriers.
- (d) Select and train persons involved in the employment process to use objective standards and to support equal employment opportunity goals.
- (e) Review periodically job descriptions to make sure they accurately reflect major job functions. Review education and experience requirements to make sure they accurately reflect the requirements for successful job performance.
- (f) Review the job application to ensure that only job related questions are asked. Ask yourself "Is this information necessary to judge an applicant's ability to perform the job applied for?" Only use job-related tests which do not adversely affect any particular group of people.
- (g) Monitor interviews carefully. Prepare interview questions in advance to assure they are only job related. Train your interviewers on discrimination laws. Biased and subjective judgments in personal interviews can be a major source of discrimination
- (h) Improve hiring and selection procedures and use non-biased promotion, transfer and training policies to increase and/or improve the diversity of your workforce representation. Companies must make sure procedures for selecting candidates for promotion, transfer and training are based upon a fair assessment of an employee's ability and work record. Furthermore, all companies should post and otherwise publicize all job promotional opportunities and encourage all qualified employees to bid on them.

Below for your information is a copy of Section 2-3-1 of the Iowa City Code of Ordinances which prohibits certain discriminatory practices in employment as well as a sample policy. Please note that the

protected characteristics include some not mandated for protection by Federal or State law. As a contractor, consultant or vendor doing business with the City of Iowa City you are required to abide by the provisions of the local ordinance in conjunction with your performance under a contract with the City.

2-3-1: Employment; Exceptions:

- A. It shall be unlawful for any employer to refuse to hire, accept, register, classify, promote or refer for employment, or to otherwise discriminate in employment against any other person or to discharge any employee because of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation. (Ord. 03-4105, 12-16-2003)
- B. It shall be unlawful for any labor organization to refuse to admit to membership, apprenticeship or training an applicant, to expel any member, or to otherwise discriminate against any applicant for membership, apprenticeship or training or any member in the privileges, rights or benefits of such membership, apprenticeship or training because of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation of such applicant or member.
- C. It shall be unlawful for any employer, employment agency, labor organization or the employees or members thereof to directly or indirectly advertise or in any other manner indicate or publicize that individuals are unwelcome, objectionable or not solicited for employment or membership because of age, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation. (Ord. 95-3697, 11-7-1995)
- D. Employment policies relating to pregnancy and childbirth shall be governed by the following:
  - A written or unwritten employment policy or practice which excludes from employment applicants or employees because of the employee's pregnancy is a prima facie violation of this title.
  - Disabilities caused or contributed to by the employee's pregnancy, miscarriage, childbirth and recovery therefrom are, for all job-related purposes, temporary disabilities and shall be treated as such under any health or temporary disability insurance or sick leave plan available in connection with employment or any written or unwritten employment policies and practices involving terms and conditions of employment as applied to other temporary disabilities.
- E. It shall be unlawful for any person to solicit or require as a condition of employment of any employee or prospective employee a test for the presence of the antibody to the human immunodeficiency virus. An agreement between employer, employment agency, labor organization or their employees, agents or members and an employee or prospective employee concerning employment, pay or benefits to an employee or prospective employee in return for taking a test for the presence of the antibody to the human immunodeficiency virus is prohibited. The prohibitions of this subsection do not apply if the state epidemiologist determines and the director of public health declares through the utilization of guidelines established by the center for disease control of the United States department of health and human services, that a person with a condition related to acquired immune deficiency syndrome poses a significant risk of transmission of the human immunodeficiency virus to other person in a specific occupation.
- F. The following are exempted from the provision of this section:

- Any bona fide religious institution or its educational facility, association, corporation or society with respect to any qualifications for employment based on religion when such qualifications are related to a bona fide religious purpose. A religious qualification for instructional personnel or an administrative officer, serving in a supervisory capacity of a bona fide religious educational facility or religious institution shall be presumed to be a bona fide occupational qualification. (Ord. 94-3647, 11-8-1994)
- An employer or employment agency which chooses to offer employment or advertise for employment to only the disabled or elderly. Any such employment or offer of employment shall not discriminate among the disabled or elderly on the basis of age, color, creed, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation. (Ord. 95-3697, 11-7-1995)
- The employment of individuals for work within the home of the employer if the employer or members of the family reside therein during such employment.
- The employment of individuals to render personal service to the person of the employer or members of the employer's family. (Ord. 94-3647, 11-8-1994)
- The employment on the basis of sex in those certain instances where sex is a bona fide occupational qualification reasonably necessary to the normal operation of a particular business or enterprise. The bona fide occupational qualification shall be interpreted narrowly. (Ord. 03-4105, 12-16-2003)
- A state or federal program designed to benefit a specific age classification which serves a bona fide public purpose. (Ord. 94-3647, 11-8-1994)
- The employment on the basis of disability in those certain instances where presence of disability is a bona fide occupational qualification reasonably necessary to the normal operation of a particular business or enterprise. The bona fide occupational qualification shall be interpreted narrowly. (Ord. 03-4105, 12-16-2003)
- Any employer who regularly employs less than four (4) individuals. For purposes of this section, individuals who are members of the employer's family shall not be counted as employees. (Ord. 08-4312, 8-11-2008)



## **Sample: Equal Employment Opportunity Policy**

To all employees of \_\_\_\_\_

This Company and its employees shall not discriminate against any employee or applicant for employment based on his or her age, national origin, color, creed, disability, gender identity, marital status, race, religion, sex or sexual orientation. The antidiscrimination policy extends to decision involving hiring, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection of training, including apprenticeship. Further, this Company and its employees will provide a working environment free from such discrimination.

All employees are encouraged to refer minority and women applicants and applicants with disabilities for employment.

The Equal Employment Opportunity Officer for \_\_\_\_\_ is:

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

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

**Note: This is a sample only.** You may wish to confer with your EEO officer or legal counsel to formulate a policy which specifically meets the needs of your company.

**Assurance of Compliance**

*(To be completed by awarded vendor only. Do not submit with proposal.)*

The following sets forth the minimum requirements of a satisfactory Equal Employment Opportunity Program which will be reviewed for acceptability.

With respect to the performance of this contract, the contractor, consultant or vendor agrees as follows: (For the purposes of these minimum requirements, “contractor” shall include consultants and vendors)

1. The contractor will not discriminate against any employee or applicant for employment and will take affirmative efforts to ensure applicants and employees are treated during employment without regard to their race, color, creed, religion, national origin, sex, sexual orientation, gender identity, disability, marital status, and age. Such efforts shall include, but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.
2. The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor; state that it is an equal opportunity employer.

Note: Contracts that are federally funded are subject to Executive Order No. 11246, as amended, and the regulations (see generally 29 U.S.C. § 1608 et seq.) and relevant orders of the U.S. Secretary of Labor. The Secretary of Labor, and not the City, enforces said regulations and orders.

**3. Provide a copy of your written Equal Employment Opportunity Policy Statement.**

Where is this statement posted?

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**4. Print the name, telephone number, email and address of your business' Equal Employment Opportunity Officer?**

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

Phone Number: \_\_\_\_\_

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

Address: \_\_\_\_\_

5. The undersigned agrees to display, in conspicuous places at the work site, all posters required by federal and state law for the duration of the contract. NOTE: The City can provide assistance in obtaining the necessary posters.
6. How does your business currently inform applicants, employees, and recruitment sources (including unions) that you are an Equal Employment Opportunity employer?

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The above responses to questions 1 through 6 are true and correctly reflect our Equal Employment Opportunity policies.

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Business Name

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Phone Number

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Signature

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Title

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Print Name

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Date

### **Section Nine - Pricing and Company Information Form**

Expand the cost table in this section as required to provide itemized, component pricing for your system solution. **Spreadsheet is posted on the website, along with the Request for Proposal document.**

The component name should be clear and understandable, not a code or acronym. The discounted price must be the actual cost the City will pay for the component, not a list price with a summary discount at the end. Total installed price equals the quantity times the discounted price. Expand the rows in the table below to accommodate your list.

Every vendor must document the complete costs for licensing, installation, training and ongoing support of their proposed systems. The City reserves the right to contact vendors for cost and scope clarification at any time during the selection and negotiation process. Provide as much detail as possible.

The City realizes costs are based on some assumptions and pledges to work with all vendors during the negotiation process to arrive at a fair and equitable agreement. Vendors are welcome to provide documentation about any assumptions made during the creation of the pricing. For example, conversion fees may be based on a certain number of data files or on the complexity of converting the data.

The response ***must include*** an itemized schedule of all base equipment, optional add-ons and software for each proposed system. The pricing quoted must include all activities necessary for a complete, turn-key system, including, but not limited to: Complete installation of all system components and software; complete programming of all system components and software; complete testing of all system components and software prior to system cutover, including QOS testing; fully training all staff; any legacy data migration; annual support; and cost detail for any non-standard features and optional items as detailed in the system specifications.

All quoted prices shall include shipping and be designated Free on Board. City of Iowa City, City Hall, 410 E Washington St, Iowa City, Iowa 52240.

**The City of Iowa City will not be required to purchase all of the equipment listed below. Final pricing will determine the purchase quantity for the City's Land Development, Permit and Licensing Software System.**

Name of System Proposed: \_\_\_\_\_

#### **Recommended Configuration**

<b>Cost Table</b>				
<b>Component – Name</b>	<b>Qty</b>	<b>Discounted Unit Price</b>	<b>Total Installed Price</b>	<b>Annual Maintenance Fee</b>
List all required system modules and itemize all required component parts of the system.				
(add rows as needed)				
Sub-total – Required Hardware / Software				
List all optional system modules and itemize all optional component parts of the system.				
(add rows as needed)				
Sub-total – Optional Hardware / Software				

Itemized Installation and Setup for Required Items				
(add rows as needed)				
Sub-total – Required Installation and Setup				
Itemized Installation and Setup for Optional Items				
(add rows as needed)				
Sub-total – Optional Installation and Setup				
Itemized Required Training				
(add rows as needed)				
Sub-total – Required Training				
Itemized Optional Training				
(add rows as needed)				
Sub-total – Optional Training				
Total Required Purchase Price				

***Maintenance Agreement:***

One additional year of warranty to total 2 years’ parts and labor warranty \$ \_\_\_\_\_

Two additional years of warranty to total 3 years’ parts and labor warranty \$ \_\_\_\_\_

Four additional years of warranty to total 5 years’ parts and labor warranty \$ \_\_\_\_\_

***Annual License Fees:***

- Year one (1) \$ \_\_\_\_\_
- Year two (2) \$ \_\_\_\_\_
- Year three (3) \$ \_\_\_\_\_
- Year four (4) \$ \_\_\_\_\_
- Year five (5) \$ \_\_\_\_\_

**Exceptions, Deviations or other Agreements**

**Exceptions/Deviations** to this Request for Proposal shall be taken below. Exceptions may not be added to any submittals after the due date. If adequate space is not provided for exceptions/deviations, please use a separate sheet of paper. If your company has no exceptions/deviations, please write “No Exceptions” in the space provided. If you state no exceptions, you may not add your company’s terms and conditions or any other documents to your submitted proposal or any submittals after the proposal due date.

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**Prohibited Interest**

Section 362.5 of the Iowa Code prohibits a City officer or employee from having an interest in a contract with the City, and certifies that no employee or officer of the City, which includes members of the City Council and City boards and commissions, has an interest, either direct or indirect, in this agreement, that does not fall within the exceptions to said statutory provision enumerated in Section 362.5.

Your firm shall identify any relationship that has existed, or presently exists with the City of Iowa City and its staff that may interfere with fair competition or may be a possible conflict of interest for either party. If no relationship has existed or does not presently exist, the company must make this statement in the space provided below (companies are subject to disqualification on the basis of any potential for conflict of interest as determined by the City of Iowa City).

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**Liens, Unsatisfied Judgments, Disciplinary Actions**

List any and all disciplinary actions, administrative proceedings, malpractice claims or other like proceedings against your company or any of its personnel relating to your firm's services that are current, pending, or occurring in the last five (5) years. If your company has no liens, unsatisfied judgments, or disciplinary actions that have occurred you must state this also.

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**Voluntary Demographic Information**

- *"Women owned business"* means a business that is fifty-one percent or more owned, operated, and actively managed by one or more women.
- *"Minority-owned business"* means a business that is fifty-one percent or more owned, operated, and actively managed by one or more minority persons. "Minority" persons are persons who are Asian, Black, Hispanic and Native American.
- *"Service-disabled veteran-owned business"* means a business that is fifty-one percent or more owned, operated, and actively managed by one or more service-disabled veterans, as defined in 15 U.S.C. §632.
- None of the Above

Designated person(s) who can be contacted for information during the period of evaluation and for prompt contract administration upon award of the contract. Provide the following information:

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

Phone Number: \_\_\_\_\_

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

The undersigned proposer, having examined and determined the scope of this Request for Proposal, hereby proposes to supply and deliver the proposed commodities and services as described in the proposal documents at the prices set forth within.

The undersigned proposer states that this proposal is made in conformity with the specifications and qualifications contained herein. If there are any discrepancies or differences between any conditions of the vendor's proposal and the Request for Proposal prepared by the City of Iowa City, the City's Request for Proposal shall prevail.

The undersigned proposer certifies that this proposal is made in good faith and without collusion or connection with any other person or persons bidding on the project.

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Name of Representative: \_\_\_\_\_

Title of Representative: \_\_\_\_\_

Signature of Representative: \_\_\_\_\_

Date Signed: \_\_\_\_\_

**Addenda Form**

The signing representative hereby acknowledges receipt of the following applicable addenda:

Addenda Number

Date

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_