

Metropolitan Area Network: Minimum 100Mbps to each site
Non-routed (with the exception of the schools)

Exchange Server 2008: Outlook 2007

Below is an overview of the type and quantity of permits reviewed and issued by the Inspections, Planning and Health Departments:

Inspections Department: Type of Permits:

Building Permits (900 annually)
Plumbing/Mechanical Permits (600 annually)
Electrical Permits (600 annually)
Sign Permits (100 annually)
Sidewalk Encumbrance Permits (100 annually)

Functions:

Permit issuance, tracking, status, processing
Fee processing
Inspection scheduling
Certificate of Occupancy issuance and tracking
Monthly reporting
Notification to applicants of permit status
Document management, including recording violations and administrative actions

Planning Department:

Site Plan Review applications (40 annually)
Historic District Commission applications (100 annually)
Subdivision applications (10 annually)
Conditional Use Permits (20 annually)
Variances/Special Exceptions (100 annually)
Zoning District Changes
Liquor Committee Review Status
Track deadlines and permit expirations
Document management, including recording violations and administrative actions
Status of relevant licenses, easements and driveway permits
Zoning violations
Status of approvals and expirations

Health Department:

Food Service Permits (restaurants, temporary events, day cares, schools) (300 annually)
Track complaints related to food service establishments, failed septic systems, sewer back-ups and insanitary complaints
Annual billing
Red-flag non-compliant establishments

As part of their land use planning and permitting responsibilities, the Inspections, Planning and Health Departments also coordinate with staff in the GIS, Assessing, Sewer, Code Enforcement and Fire departments/divisions for certain data, tracking and sign offs.

PROJECT NEEDS AND GOALS

The City of Portsmouth's Inspections, Planning and Health Departments are requesting qualifications from firms to provide planning and permitting management software, as well as accompanying staff training and software maintenance and support.

The goals of this project are as follows:

- Streamline the development review process (for example, there is no centralized system available to staff so that permit status can be tracked or revised; paper copies are typically moved from one staff member to another for review and sign off).
- Improve staff efficiency and customer communication in the field (for example, be able to enter data directly into the system from the field and provide in-field printed reports to customers).
- Improve customer service (for example, be able to respond to inquiries about permit status quickly and efficiently).
- Reduce substantially redundant staff efforts and paperwork.
- Improve efficiency and clarity of report generation.
- Improve inter-departmental and intra-departmental communication.

Specifically, the Inspections, Planning and Health Departments require software that will achieve the following functions and/or have the following capabilities:

- Automate building permit and land use applications, reviews and approvals.
- Automate health inspection applications, reviews and approvals, and annual re-inspections.
- Incorporate permit fee schedules.
- Automate billing and payment for health, building, electrical, plumbing and land use permits.
- Track bonds and escrowed funds.
- Generate user-defined, easily customized reports tailored to department needs (for example, number and value of permits issued by type (building, electrical, plumbing, etc) on a periodic basis. These reports shall meet all state and federal reporting requirements.
- Have flexible query capability for standard and customized reports.
- View multiple attributes for a particular street address or parcel and be able to sort by address, owner, date of approval(s), etc.

- Determine plan review status of applications, including which departments have signed off, site plan approval dates, amendment dates and conditions, bonding status and status of Board of Adjustment and court appeals, and board and administrative permit amendments.
- Track and schedule on site inspections with full integration to MS Outlook/Exchange.
- Enable staff to “sign off” on permits or indicate that the application is on hold and why.
- Track status of applications that need board approvals (for example Technical Advisory Committee, Historic District Commission, Board of Adjustment, Conservation Commission, Planning Board, City Council and/or Liquor Committee), and multiple permits (building, electrical, plumbing, sign, sidewalk obstruction, license).
- “Red flag” records that have violations and issue violation notices.
- Be simple, reliable and user friendly
- Be easy to customize.
- Insure seamless integration (information and function) and compatibility with:
 - Assessor property data (Vision Appraisal software), including automatic import of parcel data.
 - ESRI Geographic Information System
 - Microsoft Outlook for scheduling and e-mail communication (both sending and receiving).
- Be Windows-based.
- Integrate with PDAs or other portable technologies so that inspections data can be captured in the field, permit information can be remotely accessed and modified, violations/complaints can be remotely accessed and logged, and signatures can be captured in the field.
- Generate food service inspection reports in the field.
- Include option for document management module system to enable attaching/incorporating plans, correspondence, documents and photos (both scanned and via electronic file).
- Enable attaching/incorporating e-mails and associated attachments.
- Have expansion capability to allow for external users via customer portals.
- Licensing is to be concurrent licensing.
- Provide ODBC access to all data.
- Enable applicants/customers to track permit status and, ultimately, submit permit applications on-line.
- Generate abutter lists and mailing labels for public hearings.
- Generate standard/customizable mailings (Notices of Violation, etc.)

The City will also require:

- Staff training.
- Software support and maintenance.
- Support of older software version(s) when a new version(s) is issued.

Conversion of the Inspection Department's existing data in the "MuniSmart" Building Permit Software system will either be done in-house or by the successful software vendor.

SUBMITTAL REQUIREMENTS

Firms shall submit the following in their qualifications packages:

1. Name of proposed software to address City needs and goals as outlined in this RFQ.
2. Project Approach and Understanding Statement, which explains how your firm expects to meet the City's needs and goals as outlined in this RFQ, including software training, support and maintenance.
3. References for six (6) municipal clients where the proposed software has been in use for a minimum of two (2) years with current reference contact name and phone number. For each reference, the proposer shall provide the following: community population; and database size to include number of parcels, number of users and number of annual permits. Of particular interest will be communities of similar size and/or complexity and those in which the proposed software is being used to address departmental needs and functions similar to Portsmouth's.
4. Brief history of the firm, including technical capabilities, relevant expertise, number of years in business, firm size and financial stability. This statement shall include the following: company investments made; products currently in development; description of software upgrade experience; and track record of upgrades.
5. List of local, state and federal clients.
6. Statement regarding type of software licensing to be provided (perpetual, annual, concurrent etc).
7. Statement regarding maintenance/support cost fee structure initially and in subsequent years, including limits on annual increases for maintenance and support.
8. Specifications regarding hardware required for the proposed software.
9. Additional information that will assist the City in considering the Evaluation Criteria outlined below.

Nine (9) copies of the qualifications package shall be submitted.

Sealed qualification packages, plainly marked RFQ #16-12, "City of Portsmouth, Planning and Permitting Management Software," on the outside of the mailing envelope, addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, NH 03801 will be accepted until **1:30 p.m. on Tuesday, November 15, 2011.**

EVALUATION CRITERIA

Firms will be evaluated and rank ordered by reviewers according to the following criteria:

1. Understanding of City's needs and goals and firm's approach to meeting them. (25 points)
2. Demonstrated experience and ability of firm and their product(s) and services to meet City needs and goals. (25 points)
3. References. (25 points)
4. Responsiveness to submission requirements and quality of submission materials. (25 points)

The City of Portsmouth reserves the right to reject any or all qualifications packages submitted, to waive technical or legal deficiencies, and to accept any qualification packages that it may deem to be in the best interest of the City. By submitting a qualification package, the firm hereby authorizes the City to contact references and make any and all such further investigations as may be in the best interest of the City to evaluate the firm's qualifications for this work.

SELECTION PROCESS

The City will review qualification packages submitted by those firms interested in being considered and short-list firms based on an evaluation of the written materials submitted. Short-listed firms may be asked to attend interviews and provide demonstrations, or submit full proposals through a Request for Proposal process, or both.