

Condensed Title:

Request for Approval to issue a Request for Proposals (RFP) for A Software System To Replace The Current Software Being Used To Support The Building Development Process.

Key Intended Outcome Supported:

Make city more business friendly.

Supporting Data (Surveys, Environmental Scan, etc.): The recently completed audit by Watson Rice, they stressed the importance of replacing Permits Plus to enhance the security and internal controls related to all phases of the Building Development Process, and to improve the efficient and effective management of the Departments.

Issue:

Shall the Mayor and City Commission approve the issuance of the RFP?

Item Summary/Recommendation:

The City of Miami Beach has been utilizing Permit Plus, an Accela, Inc. legacy product as the main software to support the building development process and related functions. Permits Plus does not currently interfaces with the existing computer systems in the City and does not provide a complete solution for the City of Miami Beach.

The City of Miami Beach is requesting proposals for an Enterprise Building Development Process System. The Building Services System desired would be a turn-key system to provide a comprehensive computer system to automate the City's Building Permit Management, Project Workflow Tracking, Code Enforcement, License Management, Citizen Access Web Portal, Interactive Voice Response, Mobile Inspection Management, E-government, and GIS integration.

The Business Objectives are the following: (a) The City desires to acquire a state-of-the-art system embracing best business practices; (b) The proposed software and services should effect a transformation to industry best business practices, enabling the City's workforce to be more efficient and improve customer services; (c) The City seeks a vendor that will continually enhance the proposed software, via provision of upgrades and new version releases throughout the duration of the City's use of the systems purchased, so as the continually reflect industry best practices and requirements for local government; (d) The City seeks a system that shall provide a common integrated repository for information to enable better integration of data on a citywide scale, and to improve the entire organization's capacity to operate more efficiently and effectively; (e) The City seeks a system that includes easy-to-use reporting tools that will enable end users to access information through a web browser on the desktop or field laptop; and (f) The City prefers software web-based modules integrated through a common database platform.

APPROVE THE ISSUANCE OF RFP.

Advisory Board Recommendation:

The City's Information Technology Steering Committee has been presented with updates of this project on March 26, 2008, June 5, 2008 and October 15, 2008.

Financial Information:

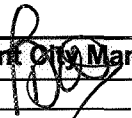
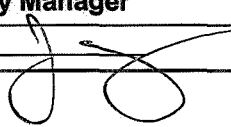
Source of Funds:		Amount	Account
	1		
	2		
OBPI	Total		

Financial Impact Summary:

City Clerk's Office Legislative Tracking:

Gus Lopez, Ext. 6641

Sign-Offs:

Department Director	Assistant City Manager	City Manager
AR _____ GL _____	PDW 	JMG 

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MIAMI BEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

COMMISSION MEMORANDUM

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: May 13, 2009

SUBJECT: **REQUEST FOR APPROVAL TO ISSUE A REQUEST FOR PROPOSALS (RFP) FOR THE IMPLEMENTATION OF A SOFTWARE SYSTEM TO REPLACE THE CURRENT SOFTWARE BEING USED TO SUPPORT THE BUILDING DEVELOPMENT PROCESS**

ADMINISTRATION RECOMMENDATION

Approve issuance of the RFP.

ANALYSIS

The City of Miami Beach has been utilizing Permits Plus, an Accela, Inc. legacy product as the main software to support the building development process and related functions. Permits Plus does not currently interfaces with the existing computer systems in the City and does not provide a complete solution for the City of Miami Beach. The Permit Plus system is utilized by many departments in the City, but it principally includes the following departments:

- Building
- Planning
- Fire
- Public Works
- Code Compliance
- Finance – Business Tax Receipts
- City Clerk

The City has wanted to replace the current system for several years. This project has been presented to the Information Technology (Steering Committee) on March 26, 2008, June 5, 2008 and October 15, 2008. The Committee recommended hiring a consultant to develop the system requirement and issuing an RFP to replace the current software being used to support the Building Department development process.

Additionally, in the recently completed audit by Watson Rice, the Steering Committee stressed the importance of replacing Permits Plus to enhance the security and internal controls related to all phases of the building development process, and to improve the efficient and effective management of the departments

SCOPE OF SERVICES

The City of Miami Beach is requesting proposals for an enterprise building development process system. The building services system desired would be a turn-key system to provide a comprehensive application to automate the city's building permit management, certificate of use, fire inspections, project workflow tracking, code enforcement, license management, citizen access web portal, interactive voice response, mobile inspection management, e-government, and GIS integration. The new software should provide the following features:

- full integration between modules
- single entry of information (with use in multiple modules),
- ease of use,
- on-line interactivity with customers for permits, licenses, payments, inquiries
- real-time processing,
- customization of fields,
- ability to view increasing levels of account detail on screen,
- business intelligence reporting and analysis of data,
- customizable reporting,
- high level of security and access controlled at the role level,
- ability to manage performance measures and tracking through business intelligence capability,
- reliable and responsive support

The City will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; high level of security and access controlled at the individual level; effective integration of modules; company stability; conversion, training and implementation plan; technical support; and price.

The City expects proposers to respond in a factual manner, clearly identifying software that is fully released, in testing, or slated for future release for each functional requirement. Proposers must provide a rating for every item. If a submitted RFP includes blank responses, the document may be considered non-responsive and rejected, and we will assume that the proposed system does not have that capability.

Based on the evaluation of the RFP's the City will short list and may invite proposers to participate in software demos.

GENERAL IMPLEMENTATION REQUIREMENTS

Project Management

The City will have one project manager for the implementation of the project. The City's project manager will be the point of contact with the proposer's project manager in all areas indicated in this RFP section. He/she will coordinate and resolve disputes and make decisions about any changes to the implementation plan or technical aspects of the system. He/she will also provide a liaison to the City department heads, and will assist in coordinating work between the user's group and the proposer.

The proposer must also name their project manager. This person must coordinate and

authorize changes, and will be expected to expedite resolution of any problems or issues that cannot be immediately resolved by the on-site implementation staff. He/she must also carry out all the responsibilities required by this RFP, such as scheduling, supervision, inspection, and status reporting for the duration of the project. Written status reports will be given at the end of the week to the City's project manager.

These status reports will recap work done during the week and bring to our attention anything that may cause a delay in completing implementation as planned.

Cutover requirements

- A. Before cutover, all system components must be tested and the results of testing presented to the City project manager.
- B. A cutover plan is required as part of the implementation plan, covering testing, the sequence and timing of cutover events, and a plan for restoring the existing system in case of a failure of the new system.
- C. Proposer will be responsible for removing all replaced equipment identified by the City.
- D. Proposer must have their own personnel at City sites in order to ensure a smooth cutover process.

Implementation Plan

As stated in this RFP, selected vendor must provide an implementation plan. This plan must:

- A. Include a complete schedule of events in narrative and critical path chart form.
- B. Clearly respond to all specifications set forth by the RFP, and state how each requirement will be met.
- C. Be able to be used as a stand-alone document for use by the project managers and staff.

Site Visits

The City may choose to conduct site visit(s) to the software vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine the successful vendor, and will be conducted following scheduled software demonstrations of the short listed proposers. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.
- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

Minimum Requirements

Proposers must have five (5) years of experience with at least one (1) documented successful migration and implementation, inclusive of data conversion, of a project of a similar size for a government agency.

The City will consider “project of similar size for a government agency” as to any government agency which processed at least 5,000 building permits per year, and has a population over 90,000 residents.

BUSINESS OBJECTIVES

- a. The City desires to acquire a state-of-the-art system embracing best business practices.
- b. The proposed software and services should effect a transformation to industry best business practices, enabling the City’s workforce to be more efficient and improve customer services.
- c. The City seeks a vendor that will continually enhance the proposed software, via provision of upgrades and new version releases throughout the duration of the City’s use of the systems purchased, so as the continually reflect industry best practices and requirements for local government.
- d. The City seeks a system that shall provide a common integrated repository for information to enable better integration of data on a citywide scale, and to improve the entire organization’s capacity to operate more efficiently and effectively.
- e. The City seeks a system that includes easy-to-use reporting tools that will enable end users to access information through a web browser on the desktop or field laptop.
- f. The City prefers web-based modules integrated through a common database platform.

FISCAL COMPONENT

The Permit Plus system was purchased in December 1998 and the City has been planning on replacing this system for several years. A capital project was created in FY 2008 to fund the purchase of the new system, with an allocation of \$1,081, 691 from the Building Department’s training and technology fund. Furthermore, the Code Compliance Department has an allocation of \$100,000 to fund their share of the program.

Additionally, as part of the capital budget request for FY 2010, a request will be made to transfer \$418,309 from the training and technology fund to the capital project for this project. These amounts are estimates and will not be finalized until the RFP and negotiations process are completed.

EVALUATION PROCESS

The procedure for response, evaluation and selection will be as follows:

- RFP issued
- Receipt of responses.
- Opening and listing of all responses received.

- An evaluation committee, appointed by the City Manager, shall meet to evaluate each response in accordance with the requirements of this RFP. If further information is desired, respondents may be requested to make additional written submissions or oral presentations to the evaluation committee.

The evaluation committee will recommend to the City Manager the proposers(s) that the evaluation committee deems to be in the best interest of the City by using the following criteria for selection:

- Project costs (Fixed cost and maintenance and support cost) – **25 Points**
- System architecture and network integration – **15 Points**
- System functionality – **35 Points**
- Maintenance and Support – **15 Points**
- Independent company assessment and references – **10 Points**
- Project implementation team – **10 Points**

The total number of points is recommended at 110 in order to address all needed evaluation criteria.

- After considering the recommendation(s) of the evaluation committee, the City Manager shall recommend to the City Commission the proposal or proposals, acceptance of which the City Manager deems to be in the best interest of the City.
- The City Commission shall consider the City Manager's recommendation(s) in light of the recommendation(s) and evaluation of the Evaluation Committee and, if appropriate, approve the City Manager's recommendation(s). The City Commission may reject the City Manager's recommendation(s) and select another response or responses. In any case, City Commission shall select the response or responses, acceptance of which the City Commission deems to be in the best interest of the City. The City Commission may also reject all proposals.
- Negotiations between the selected respondent and the City take place to arrive at agreement terms. If the City Commission has so directed, the City may proceed to negotiate an agreement with a respondent other than the top ranked respondent if the negotiations with the top ranked respondent fail to produce a mutually acceptable agreement within a reasonable period of time.
- A proposed contract or contracts are presented to the City Commission for approval, modification and approval, or rejection.
- If and when a contract or contracts acceptable to the respective parties is approved by the City Commission, the Mayor and City Clerk sign the contract(s) after the selected respondent(s) has (or have) done so.

Should the Mayor and Commission authorize the issuance of this RFP, all procurement rules (i.e. Cone of Silence, etc.) will apply.

CONCLUSION

The Administration recommends that the City Commission approve the issuance of an RFP for the implementation of a software system to replace the current software being use to support the building development process.

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