REQUEST FOR PROPOSAL
FOR SOFTWARE CONSULTANT

1. BACKGROUND

The Tahoe Regional Planning Agency (TRPA) is a bi-state regional environmental planning agency created in 1969 to oversee development at Lake Tahoe. The Agency’s mission is to “lead the cooperative effort to preserve, restore, and enhance the unique, natural, and human environment of the Lake Tahoe Region.” The Agency is the leading partner for plans and actions to preserve the environment of the Tahoe region. The Agency establishes transportation and land use policy. It works with local, regional, state, and Federal organizations and governments to facilitate a cooperative approach in implementing these plans and programs.” Additional information can be found at www.trpa.org.

In 2006, TRPA selected Accela Inc. to deploy a permit and records management system for use by the Agency. TRPA implemented the Accela Land Management solution (see Exhibit B for detailed configuration information). The Agency receives approximately 2,400 applications per year, for more than 30 different types of projects, from new single-family dwellings to commercial projects to environmental improvement projects. Over the years, the Agency has developed customized permit/application types, workflows, and application specific information to reflect these applications and the Agency’s data and reporting needs.

TRPA is now seeking to refine these processes, workflows and application specific information to streamline and simplify project reviews, better integrate information from Agency partners and enhance customer service.

2. PURPOSE

2.1 The purpose of this request is to ask interested firms to submit a bid to the TRPA to provide consulting and project management services to evaluate, recommend and implement solutions to simplify processes related to the Agency’s current permit tracking system (Accela Land Management, see Exhibit B). The desired outcome from this consulting engagement would include simplified project review workflows, increased productivity, improved integration with internal and external partners, better data quality and reporting functions, and enhanced customer access. The contract resulting from this RFP will be issued with the understanding that services will be provided efficiently and professionally on a mutually agreed, pre-arranged basis. The business selected will be required to submit written evidence of liability insurance, workers compensation insurance, and bonding.

2.2 The TRPA is requesting that all bidders include specific proposals for each service
option outlined in Exhibit “A” (attached). Bidder may choose not to bid on certain tasks if they cover area out of the firm’s expertise. TRPA reserves the right to select multiple vendors from this RFP to fulfill different tasks.

2.3 The TRPA shall review submitted bids and shall determine which submission(s) best meets the needs of the Agency.

2.4 For ease of reference, each firm receiving this Request is referred to as a “bidder” and the firm(s) selected to provide goods and services to the Agency is referred to as the “Selected Firm(s).” This Request outlines the instructions for submitting responses, the procedure and criteria by which a firm may be selected, and the contractual terms by which the Agency proposes to govern the relationship between it and the Selected Firm(s).

3. OVERVIEW OF THE RFP PROCESS

3.1 Schedule:
Date of Announcement: April 13, 2015
Deadline for Submittal of Completed Bid: April 27, 2015
Contract Award: April 30, 2015

3.2 Issuance of Request and Questions

The Issuing Office for the RFP is:
Tahoe Regional Planning Agency
P.O. Box 5310
128 Market Street
Stateline, NV 89449
Attention: Ken Kasman
Title: Information and Monitoring Systems Program Manager
Phone: 775-589-5253
Fax: 775-588-4527
Email: kkasman@trpa.org

Any questions concerning this RFP will be directed to Ken Kasman, Information and Monitoring Systems Program Manager, at 775-589-5253 and not to any other person at the Agency. The Agency will determine whether any addenda should be issued as a result of any question or other matters raised.

All written questions, requests for clarification, and responses, or addenda issued, will be posted on the TRPA website at www.trpa.org.

3.3 Delivery of proposals

All proposals must be in PDF format and shall be submitted via email to Bids@trpa.org, with the subject stating “Software Consultant RFP.”

Completed proposals must be submitted no later than 11:59pm, Pacific Time on April 27, 2015. Late responses will not be considered.

If desired, a hard copy proposal may also be submitted in addition to the required emailed copy; however, hard copy proposals are discouraged to save natural resources.
4. **SCOPE OF GOODS AND SERVICES**

4.1 Services

The Selected Firm(s) will provide services including, but are not limited to, those outlined in Exhibit “A” (attached hereto) at the offices of the Agency located at 128 Market Street, Stateline, Nevada, or remotely from the Selected Firm’s office, as appropriate.

4.2 The Selected Firm(s) must:

4.2.1 Provide copies of all appropriate state and county business licenses;
4.2.2 Provide all travel;
4.2.3 Provide all necessary supplies, equipment, and machinery in safe and good working condition;
4.2.4 Provide the Agency with certificates of workers compensation, liability insurance, property damage insurance, and fidelity bonding satisfactory to the Agency and in compliance with the law, and in a form and amount sufficient to protect the Agency.

5. **CONTENTS OF PROPOSAL**

5.1 Businesses interested in submitting proposals should include:

5.1.1 A letter of interest;
5.1.2 An outline of the business’ qualifications and experience;
5.1.3 An itemized list of the services to be provided, including itemized task cost;
5.1.4 A statement as to when and how billing will be presented;
5.1.5 A statement indicating the amount of liability insurance and fidelity bonding procured by the selected business;
5.1.6 A statement indicating what supplies will and will not be provided by the selected business.
5.1.7 Proposed terms for an agreement by which the work shall be performed. The Agency’s Standard TRPA Two-Party Contract is available online at [http://www.trpa.org/document/rfps/](http://www.trpa.org/document/rfps/). The Proposer should specifically indicate if applicable, any alternate language to any clauses that are unacceptable.

6. **GENERAL CONDITIONS**

6.1 The Agency reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether the proposal was selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Agency and the firm(s) selected.

6.2 A bidder who has already submitted a bid may submit an addendum in writing and signed by the bidder at any time up to the official closing time. (No facsimiles shall be accepted). The last submission shall supersede and invalidate all previous submissions.
by that bidder as it applies to this bid. Addenda must be submitted to the Operations Coordinator in the same manner and within the same time constraints as the proposal submission.

6.3 A bidder may withdraw the bid at any time up to the official closing time by letter bearing his/her signature and seal as it is in the submission. Withdrawal requests received after the closing date shall not be permitted. Submission withdrawals must be submitted to the Information and Monitoring Systems Program Manager in the same manner and within the same time constraints as the proposal submission.

6.4 The issuance of this request for bid shall not constitute any obligation on the part of the TRPA to any firm or individual who submits a bid.

6.5 The TRPA reserves the right to withdraw the award of the contract to a “selected firm” within 30 days of the award if in the opinion of the TRPA the “selected firm” is unable or unwilling to enter into a form of contract satisfactory to the TRPA. The TRPA shall be entitled to do so without any liability being incurred by the TRPA to the bidder.

6.6 The lowest of any bid submission may not necessarily be accepted. The TRPA reserves the right to decline any or all bids, or to cancel the Request for Proposals in whole or in part at any time prior to making an award, for any reason, or no reason, without liability being incurred by the TRPA to any bidder for any expense, cost, loss or damage incurred or suffered by the bidder as a result of such withdrawal.

6.7 All of the terms and conditions of this Request for Bid and the Purchase Order/Contract of the TRPA are assumed to be accepted by the bidder(s) and incorporated into its proposal.

6.8 The “selected firm(s)” shall not at any time subcontract any portion of its contract with the TRPA nor shall it assign the contract without the express written consent of the TRPA. The “selected firm(s)” shall not, at any time, change subcontractors approved by the TRPA without express written consent of the TRPA.

6.9 Any bid submissions which do not strictly comply with the provisions, procedures and requirements of this request, or are incomplete, ambiguous, or which contain errors, alterations, misleading information, omissions, or irregularities of any kind, may be rejected and disqualified at the discretion of the TRPA. All bidders agree to provide all such additional information as, and when requested, at their own expense, provided no bidder in supplying any such information shall be allowed, in any way to change the pricing or other cost quotations originally given in its proposal submission or in any way materially alter or add to the solution originally proposed.

7. **BASIS OF SELECTION AND AWARD OF RFP**

7.1 Evaluation Process

All compliant bid submissions will be evaluated on the following evaluation criteria:

7.1.1 The bidder’s relevant experience, qualifications and success in providing the services outlined in this RFP;
7.1.2 The content and format of the submitted proposal;
7.1.3 The bidder’s ability and willingness to meet the Agency’s needs in a timely manner;
7.1.4 The bidder’s references (at least 3 to be provided) from other clients which are comparable to the Agency;
7.1.5 The bidder’s financial proposal;
7.1.6 The quality of the proposal, specifically, responsiveness to requirements and adequacy of information provided;
7.1.7 Any other factors relevant to the firm’s capacity and willingness to satisfy the Agency.

7.2 Award and notification will be conducted in the following manner:

7.2.2 The “selected firm(s)” will be notified by telephone and in writing;
7.2.3 Any non-selected firm will be notified in writing.

7.2 TRPA may select multiple vendors to provide services related to different/individual tasks as outlined in Exhibit B.

8. OTHER INFORMATION

8.1 Bidders may provide other information which the Agency should consider in its evaluation of the firm. Bids, whether selected or rejected, become the property of the Tahoe Regional Planning Agency. A representative of the firm who has the authority to sign contractual agreements shall sign the submitted proposal.

9. GENERAL PROVISIONS

9.1 Bids will be received and an award will be granted pursuant to TRPA’s Financial Policies and Procedures.

9.2 All contractors must certify to the best of their knowledge and belief that they and their principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transaction by any Federal department or agency.

9.2 Costs associated with the preparation of proposals prepared in response to this RFP will not be reimbursed by TRPA.

9.3 TRPA makes a good faith effort to contract with small, minority, and women owned business enterprises. Accordingly, TRPA strongly encourages small, minority, and women owned businesses to reply either in part or in whole for tasks listed within this RFP.
EXHIBIT A

SERVICES TO BE PROVIDED

TRPA is looking for a contractor to provide consulting services to the Agency and its employees related to the Accela Land Management software. TRPA employees will be available to assist with Agency-specific configurations and additional IT support may be available if necessary.

Please include specific and separate proposals for each item outlined below, including detailed timelines, costs and requirements for each item.

1. SERVICES
TRPA is evaluating updating systems including the following potential changes. TRPA may select some or all of these services to be implemented under this request for proposals, and the Agency may choose to select multiple contractors to perform different tasks. Contractor(s) will be asked to recommend improvements, support the analysis required to make them occur, and execute any changes.

1.1 User Interviews (approx. 10) to identify areas for improvement
   1.1.1 Identify opportunities to simplify processes
   1.1.2 Evaluate options to apply common/industry standard terminology
   1.1.3 Consider necessary changes to modules and/or workflows
   1.1.4 Explore opportunities to automate processes and/or permit writing
   1.1.5 Identify application specific information needs for project review, inspections, reporting, and other internal/external users

1.2 Develop scope of work, prioritize tasks and implement changes

1.3 Implement electronic signature Application Programming Interface (API) into Accela Citizen Access

1.4 Reports
   1.4.1 Assist with conversion of legacy Accela Report Writer (ARW) reports to SQL reports
   1.4.2 Evaluate and improve Ad-Hoc reporting
   1.4.3 Develop new SQL reports deemed necessary

1.5 Develop tools for integrating/importing local jurisdiction partner data into system

1.6 Enhance use of Inspections application; integrate Accela Mobile Office tools

1.7 Provide ongoing on-call software helpdesk support services and hardware/software configuration troubleshooting
EXHIBIT B

TRPA Accela System

Software Modules

- Accela Automation
  - Modules: Building, Planning, Inspections, Enforcement
  - Accela Report Writer Server (ARW)
  - BIZ Server (AA Application Server)
  - Accela Document Services Server
- Accela Citizen Access
- Vantage360 (v360)
- Accela GIS
- Ad Hoc Reporting
- SQL Report Services
- Accela Mobile Office (not currently in use)