



342 Central Avenue
Dunkirk, New York 14048
cityofdunkirk.com

REQUEST FOR PROPOSAL (RFP)

ADVANCING ENERGY CODE COMPLIANCE TECHNOLOGY PLATFORM

Background

The City of Dunkirk is located on shore Lake Erie in Western New York midway between Buffalo New York and Erie, Pennsylvania along Interstate 90. The population of Dunkirk, New York is 11,812. Dunkirk has been designated a severely distressed community due to factors such as the low average median Income and the high poverty rate. Dunkirk also has an old housing stock with 82% of the residential homes were build before 1960.

The electronic plan review and inspection platform is to be procured by the Development Department that oversees the Building/Zoning Department. The Building/Zoning Department has 3 full-time employees and is responsible for performing design reviews and plan checks for code compliance, inspection, code enforcement, issuing certificates of occupancy, and other related functions.

1. Objective

Acquire a highly reliable electronic technology platform to facilitate and streamline building energy code compliance plan review and inspection processes. The platform will be a next-generation solution capable of modernizing, supporting, and enhancing current processes through a user-friendly interface.

2. Scope of Services

The electronic code compliance technology platform must include but is not limited to the following capabilities:

- Electronic plan submittal and review
- Permitting
- Property maintenance & Code Enforcement modules
- Scheduling inspections
- Fee calculation and collection

- Project tracking
- Administrative workflow
- Virtual inspections
- Communication and technical support for all users: customer and community
- Departmental communications and management
- Ability to integrate legacy data from previous platform

3. Required Technology Platform Specifications

The electronic code compliance technology platform shall have the following features and functions:

- Project/building and owner information data management
- Web portal for public use and information entry/ user interface capable of operating across all major web browsers
- GIS Mapping
- Permit intake, processing, and issuance: full workflow and functionality
- Search function
- Automatic notifications
- Plan review and inspection process: full workflow and functionality
- Financial administration
- Reporting

Vendor to provide an overview of the system technology:

- Options for technical architecture: hosted, on-premises, Software-as-a-Service (SaaS), cloud-based, and the reason for this choice
- Hardware specifications and requirements
- Operating system requirements
- How your solution supports remote technologies and encryption (VPN, synchronization, etc.)
- How data would be delivered or provided to the municipality if/when the relationship is terminated
- Details on data backup and recovery
- Schedule and frequency of software updates and maintenance
- Maintenance on enhancements or customizations.

4. Deployment and Support

The vendor shall provide detailed documentation and support for hardware, software, network architecture, system administration, connectivity, and any other relevant minimum requirements necessary to launch and operate the electronic technology platform.

The vendor to provide services for system design configurations, deployment, documentation, testing, and training. It is expected that implementation consultants will participate in configuring a fully functional solution and provide consultation regarding process efficiencies, and best practices.

Support services shall also include:

- System administration support for performance issues and monitoring, loading, version releases
- User support: live support and ticketing system with hours of service specified
- Online training resources
- System backup and redundancy

5. Timeline

- Question Submission and Response – September 19, 2022 – October 29, 2022
vdejoy@cityofdunkirk.com (716)363-9879
- Pre-Bid Conference – September 29, 2022
- Notice of Intent to Bid – October 1, 2022
- No Bid Reply -September 22, 2022
- Submission of Proposals – October 31, 2022
- Anticipated Service Start Date – January 1, 2023

6. ADA Requirements

NYSERDA requires contractors producing content and functionality intended to be published to the Web to adhere to New York State Enterprise IT Policy NYS-P08-005, “[Accessibility of Information Communication Technology](#)” (hereafter referred to as NYS Accessibility Policy) and [MUNICIPALITY NAME] ADA requirements.

The NYS Accessibility Policy aligns with Web Content Accessibility Guidelines (WCAG) 2.0 – All Level A and AA guidelines, found at <https://www.w3.org/TR/WCAG20/>.

7. Cybersecurity Requirements

The NYS Office of Information Technology Services (ITS) establishes and regularly updates policies, standards, and guidelines for information security (collectively referred to as “ITS Security Policies”) for State Entities, including NYSEDA. Contractors, vendors, and solution providers conducting work on behalf of NYSEDA including, but not limited to, application development, web development, hosting, or managing NYSEDA’s sensitive data are required to comply with the NYS requirements. These requirements include, but are not limited to, the NYS Information Security Policy NYS-P03-002 which sets forth the minimum requirements, responsibilities and accepted behaviors to establish and maintain a secure environment and achieve the State’s information security objectives. In addition to this umbrella policy, the following standards establish specific minimum information security requirements

- [Vulnerability Scanning Standard \(NYS-S15-002\)](#)^[2]
- [Security Logging Standard \(NYS-S14-005\)](#)^[2]
- [Patch Management Standard \(NYS-S15-001\)](#)^[2]
- [Encryption Standard \(NYS-S14-007\)](#)^[2]

A complete list of ITS Security Policies is available at: <https://its.ny.gov/tables/technologypolicyindex>

Contractor shall notify NYSDA's Information Security Officer immediately upon discovery or notification of any security breaches or vulnerabilities:

- information.security@nyseda.ny.gov
- (518) 862-1090 x3486

8. Term of Contract

The contract will be valid for Two Years City of Dunkirk in its sole discretion, may extend the agreement beyond its initial term.

9. Right to Modify RFP or Reject Proposals

This RFP does not commit City of Dunkirk to award a contract, pay any cost incurred in the preparation of a proposal in response to this RFP or to procure or contract for services.

City of Dunkirk reserves the right to amend this RFP. City of Dunkirk reserves the right to accept or reject any or all proposals, to negotiate with all qualified proposers or to cancel this RFP in part or entirely.

10. Insurance Requirements

General Liability Insurance: The selected vendor is required to maintain general liability insurance in the minimum amount of \$1,000,000, and a professional liability insurance policy in the minimum amount of \$1,000,000 to cover any claims connected to the performance of this contract.

The vendor is also required to have Technology Professional Liability Errors and Omissions Insurance with limits not less than \$1,000,000 per occurrence. Coverage shall include, but not be limited to, claims involving infringement of intellectual property, copyright and trademark, privacy violations, information theft, release of private information, and network security.

11. Price Proposal

The proposal shall include itemized pricing for all products and services to satisfy the requirements of this RFP.

12. Evaluation Criteria

Evaluation criteria will be weighted as follows:

- Software functional capabilities, demos – 25%
- User-friendliness – 25%
- Training and ongoing support – 20%
- Price proposal – 15%
- Vendor qualifications, site visit – 15%

13. Method of Award

State Finance Law §163(4)(d) mandates that a contract for services, including technology, be awarded based on best value, which takes into consideration cost as well as other technical or non-cost factors.

City of Dunkirk anticipates a single award pursuant to the solicitation.

14. Payment

Invoices shall be fully itemized and provide description sufficient for payment approval and audit.

15. Proposal Submission Requirements

Interested respondents must submit five (5) full copies of their proposal and (1) digital copy on an USB Drive; no later than 1:00 p.m. on **October 30 2022**, which are to be mailed to:

**Vince DeJoy, Director of Planning and Development
RE: Advancing Code Compliance Technology Program
City of Dunkirk Department of Development
342 Central Ave.
Dunkirk, NY 14048**

Digital copies of the proposal must also be e-mailed to vdejoy@cityofdunkirk.com. Please attach as a PDF or provide a link to the PDF.

Proposals received after the scheduled time and date will not be accepted.

16. PROPOSAL CONTENT AND CONDITIONS

Each proposer must submit a complete proposal, which addresses each component of the RFP. Please note the described objectives are the minimum scope that is acceptable. Proposers are encouraged to be creative and propose additional work that the proposer feels is beneficial, necessary, or improves the outcome.

- A full description of the Scope of Work, along with a schedule detailing when milestones will be reached and when the project will be completed.
- A description of each staff member or sub-consultant who will be involved with this project, along with a description of his or her role in this project.
- A client list for similar projects in the last three years, including contact name and phone number, and a brief description of the project(s).
- Budget and expense information which details all costs including:
 - Set-up and implementation
 - Conversion of legacy data
 - Subscription or maintenance costs for the platform.
- Omnibus Procurement Act of 1992 - It is the policy of New York State to maximize opportunities for the participation of New York State business enterprises, including minority- and women-owned business enterprises, as bidders, subcontractors, and suppliers on its procurement Agreements.

Information on the availability of New York subcontractors and suppliers is available from:

Empire State Development
Division for Small Business
625 Broadway Albany, NY 12207

A directory of certified minority- and women-owned business enterprises is available from:
Empire State Development Minority and Women's Business Development Division
625 Broadway Albany, NY