

Castle Rock Township
Dakota County, MN

TOWNSHIP INSPECTOR

REQUEST FOR PROPOSAL

RFP Issue Date: 03/20/2008

Proposal Due Date: 04/03/2008

Vendor:

Product:

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1. RFP Purpose and Scope

1.1 Purpose

Castle Rock Township is issuing this Request for Proposal (RFP) for the purpose of selecting a qualified vendor to provide inspection and reporting services for the township and its residents.

The Town Board's primary goal in sending out this RFP is to identify and engage a qualified inspector that is able to effectively perform all standard inspection functions using a proven, consistent, and easily understandable process.

Castle Rock Township is seeking proposals for the inspector services within the township. Castle Rock Township may elect, in its sole authority and discretion, to implement changes in our inspection services provider all at once - in phases – or cancel the RFP and remain solely with our current vendor.

We are determined that the selection process will be fair and unbiased.

1.2 Scope

1.2.1 Functional Considerations

Workflow

The processes employed by the inspector(s) must be customer service oriented and easy for residents, contractors, and other parties to work with. Permitting requirements and approval processes should be clearly documented and easy to understand. Process flow charts or instructions should be available at the township to hand out to applicants so the entire process is clear from the beginning.

Scheduling Process

A reasonable timeframe should be available each day (excluding designated holidays and weekends) for parcel owners to call to schedule inspections.

Complaint Process / Dispute Resolution

A clear and consistent process must be in place for capturing and reporting complaints. The township will be supplied all complaint documentation on an agreed upon schedule or as requested. This process will keep the township aware and involved with problem issues and parcels and, if utilized correctly, keep all parties working together.

Reporting and Compliance

The inspector must provide accurate and easy to understand reports. Several standard reports should be regularly scheduled and other more specific reports available upon request. Ideally the system will also allow for exporting of data for reporting and/or letter-writing.

Permit Review and Compliance Management

All permits must be reviewed on a regular basis and informational letters sent to encourage compliance. In the event of non-compliance both the parcel owner and the township will be notified in writing. Both informational letters and non-compliance letters should contain information on what is needed to be compliant as well as the inspectors contact information.

Training

Sufficient training must be provided to designated Castle Rock staff to ensure the township is able to answer parcel owner questions and assist when necessary.

1.3 Current Environment

Castle Rock Township currently has an inspector in place. The purpose of this RFP is to evaluate other options in relation to costs, normal processes, exception processes, and customer service.

The current inspector processes approximately 50 permit applications each year, and stores data on completed permits as well. Currently, not all completed permit information is stored or tracked electronically.

2. Castle Rock Township Profile

2.1 Business Overview

Castle Rock Township (www.CastleRockTownship.com) is located in south western Dakota County and covers approximately 36 square miles. Boundaries are six miles to the east Denmark Avenue and between MN Hwy 50 on the north and MN Hwy 86 to the south.

Castle Rock Township has approximately 1,500 residents and over 550 parcels . The Town Board and Planning Commissions are made up of five individuals each. A part time clerk, assistant, and treasurer make up the administrative office team.

2.2 Designated Project Contact

Please direct all communications regarding this RFP to:

Clerk, Castle Rock Township

CastleRockTownship@frontiernet.net

651-460-2221 (Direct)

651-463-3569 (Fax)

Mailing Address

Castle Rock Township
2537 240th Street West
Farmington, MN 55024

Shipping Address

Castle Rock Township
2537 240th Street West
Farmington, MN 55024

The clerk will handle all questions and route them to the correct resources. Please ensure all communications flow through the clerk for proper recording and routing.

3. RFP Process

3.1 RFP Issue

Castle Rock Township issues this RFP to requesting parties according to the dates posted in the newspaper.

3.1.1 RFP Costs

The vendor assumes all costs incurred in the preparation of the proposal.

3.2 Proposal Deadline

All proposals must be received by the township clerk by noon (CST) on March 13, 2008.

3.3 Evaluation Process

Castle Rock Township will form an evaluation committee to review the proposals. The proposals will be evaluated based on the alignment of the vendor responses to project requirements and Castle Rock Township needs.

The basis of award for this RFP will be the proposal which represents the greatest value to Castle Rock Township and its residents. The value includes:

- Providing a clearly defined and understandable process.
- The ability to meet defined requirements.
- Cost.
- References from customers.
- Ability to work with and support Township staff.

As proposals become more technically equal, cost becomes a more important factor. Yet, the final selection of vendors will be based on the overall optimal solution. Castle Rock Township reserves the right to use whatever method is deemed appropriate for the selection process.

3.4 Vendor Interviews and Demonstrations

Vendors whose proposals are selected during the evaluation process will be invited for a vendor interview and demonstration. The information received from a vendor in demonstrations will not be considered in the evaluation of a vendor's proposal if the information materially differs from the proposal or alters the type of goods and services a vendor is offering.

3.4.1 Demonstration Costs

The vendor assumes all costs associated with interviews and demonstrations.

3.5 Notification of Vendor Selection

Vendors will be notified of the final results of the selection process only if they request such notification from the designated project contact.

3.6 RFP Addenda

Castle Rock Township reserves the right to amend the RFP at any time. In the event it becomes necessary to revise any part of the RFP, an addendum shall be issued to all vendors who have responded or indicated an intent to respond..

3.7 Rejection of Proposals

Castle Rock Township reserves the right to accept or reject any part of any proposal, and to accept or reject any or all proposals without penalty.

3.8 Submission Guidelines

All answers that are given to the questions in this RFP are subject to verification. Misleading and/or inaccurate answers shall be grounds for disqualification at any stage in the process.

3.8.1 Consideration

In order to be considered you must adhere to all instructions and guidelines documented in this RFP, submit your intent to propose, document all information as requested in this RFP, submit all information by the proposal due date, and be willing and available to participate in an interview and demonstration.

3.8.2 The Official Proposal

The original proposal containing signatures and five (6) copies shall be delivered in sealed packages. The envelope must contain all items outlined on the [Submission Checklist](#).

3.8.3 Supporting Documentation

All documentation and supporting materials submitted as part of this proposal become the property of Castle Rock Township unless otherwise requested by the vendor at the time submitted.

4. Contract Considerations

4.1 Contract Negotiations

Castle Rock Township reserves the right to accept or reject any or all proposals, to take exception to the RFP specifications, or to waive any formalities. Castle Rock Township specifically reserves the right to negotiate a contract with the selected vendor(s).

In no case shall verbal communication override written communications. Only written communications are binding.

4.2 RFP Content

The proposal, as submitted in response to this RFP, may be included in the whole or by reference in the final contract.

4.3 Responsibility

Castle Rock Township assumes no responsibility for representations concerning conditions made by its officers or employees prior to the execution of a contract, unless such representations are specifically incorporated into a contract. Verbal discussions pertaining to modifications or clarifications of this RFP shall not be considered part of the RFP unless confirmed in writing. All such requests for clarification shall be submitted in writing. Any information provided by the vendor verbally shall not be considered part of that vendor's proposal. Only written communications from the vendor and received by Castle Rock Township shall be accepted.

4.4 Vendor Standard Contracts

Your standard contract and required licenses/permits must be submitted with this proposal so we can review them.

4.5 Conflicts Between Terms

Should the vendor take exception to the terms and conditions required by Castle Rock Township, the vendor's exceptions may be rejected and the entire proposal declared non-responsive.

4.6 Release of Claims

With the submission of a proposal, vendor agrees that it will not bring claims or have cause of action against Castle Rock Township based on any misunderstanding concerning the information provided herein or concerning Castle Rock Township failure, negligence or otherwise, to provide the vendor with pertinent information as intended by this RFP.

5. Vendor Profile

Please provide us with the following information about your company and submit it with your proposal. If you are a subcontractor of the services that you are proposing, complete this section for both yourself and the main business unit.

Also, please indicate your name and the name of the product you are proposing on title page of this RFP.

5.1 Vendor Information – Corporate Office

Vendor Name: _____
Vendor Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____ Phone: _____
Year Established: _____ Annual Sales (\$): _____
Total # of Employees: _____ # of Tech.
Employees: _____
Total # of Clients: _____
Average # of proposed service implementations over past five years: _____
of clients using the proposed services within a township environment: _____
of clients using the proposed services within other environments: _____

5.2 Vendor Information – Local Support Office

Vendor Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____ Phone: _____
of Employees: _____ # of Tech.
Employees: _____

5.3 Vendor Availability

Following the bid award, please indicate your projected availability for providing services:

- 0 to 3 weeks**
- 3 to 6 weeks**
- 6 to 12 weeks**

Please list any issues or concerns that we should be aware of in regards to your availability for implementation:

5.4 Reseller/Manufacturer Relationship

If you are a subcontractor of the services you are proposing, please describe the relationship you have with the main business unit.

5.5 Other Vendor Information

Please provide us with additional information regarding your organization that you feel is important for us to consider:

6. Cost Summary

A Cost Summary spreadsheet has been included as an attachment to this RFP. Please outline all costs required to implement the services you are proposing on this spreadsheet and return it with your proposal.

Additional line items should be added (or documentation included) in order to fully itemize and explain all services, hardware, software, licensing, implementation and/or customization costs. Be sure to detail the requirements.

7. References

Please list the names and contact information of references that are comparable in size and/or scope of services to Castle Rock Township. We will contact the references that you provide.

7.1 Current References

Please list three references that are currently using the services that you are recommending for Castle Rock Township. Describe each situation, the recipients size, location and services provided.

Reference 1

Company Name: _____
Contact Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____ Phone: _____
Describe Services: _____

Reference 2

Company Name: _____
Contact Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____ Phone: _____
Describe Services: _____

Reference 3

Company Name: _____
Contact Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____ Phone: _____
Describe Services: _____

7.2 Past References

Please list two references that within the past two years have stopped using the services that you are recommending for Castle Rock Township. Describe each situation as it was, including the size, location and services. Also identify why the services are no longer being provided.

Reference 1

Company Name: _____

Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

Describe Services: _____

Describe the reason
the services are no
longer provided: _____

Reference 2

Company Name: _____

Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Phone: _____

Describe Services: _____

Describe the reason
the services are no
longer provided:: _____

8. Requirements Checklist

A checklist outlining our specific requirements for these services has been included as an attachment to this RFP. Please complete the checklist and return it with your proposal.

Please note that not all requirements listed are required in order for your proposal to be considered.

8.1 Instructions

The checklist consists of two sections. Enter the name of your company on the Vendor Summary Tab. The other section is the list of General Requirements.

When completing the Requirements Checklist, please indicate whether or not your proposed services meet or contain each requirement or listed feature.

Response Code	Description
E – Existing	Yes, the requirement will be met and can be demonstrated by the vendor.
U – Under Development	No, but the requirement will be met by services or products currently under development. Indicate the date requirement will be available.
M – Minor Modification	No, but the requirement will be met by incorporating minor modifications to the existing services or products. Indicate time and cost estimates of the changes involved.
C – Major Customization	No, but the requirement can be met by major modifications / customization to the existing services or products. Indicate time and cost estimates of the work involved.
R – Reporting	Yes, the requirement can be met by use of standard report writing, spreadsheet, or query tools.
X – Not Available	No, the requirement cannot be met.

An omitted response will be assumed to be the same as a response code of “X”.

Be sure to describe how you meet each requirement, including comments and explanations. Enough detail should be included to demonstrate your ability to satisfy each requirement.

8.2 Subcontractors

If you are a reseller of the proposed product, we require that you complete the Vendor Risk and Customer Service sections of the General Requirements for both yourself and the main business unit.

8.3 Warranty

By indicating your company meets a specific requirement, you are making a representation of fact. Your statements will define our expectations of your performance. We will use the Requirements Checklist to measure how well your services and products actually meet the requirements. Material misrepresentation by the vendor of their capabilities can void our contractual commitment and could invoke our requirement for a full refund of all expenses and payments within the first 90 days.

9. System Configuration

All proposals recommending a computer system must describe in detail, and include all integral elements necessary for the successful configuration, implementation and operation of the recommended product, including hardware, software, network, and database components.

If more than one deployment approach is supported, indicate so.

Please take growth into consideration, and accordingly discuss scalability solutions and configurations.

You may list and refer to relevant attachments that you have included with your proposal.

9.1 Hardware Specifications and Configuration

Please explain/outline the specific hardware specifications and configurations that are required to implement your product. Please include the number of processors, processor speed, memory size, disk space and any other required components.

In General: _____

Desktop/Client: _____

Application Server: _____

Database Server: _____

Web Server: _____

9.2 Network Configuration

Please explain/outline the specific network configurations that are required to implement your product.

9.3 Software Configuration

Please explain/outline the specific software configurations that are required to implement your product.

In General: _____

Desktop/Client: _____

Application Server: _____

Database Server: _____

Web Server: _____

9.4 Database Configuration

Please explain/outline the specific database configurations that are required to implement your product. Also, please refer to the Database and Security sections of the Requirements checklist.

9.5 Data Migration

Please provide a detailed plan for the cleansing and migration of data from the current systems to the new system. The project must include conversion of historical information from the current systems to fully support the requirements of the proposed system. This data may be housed in more than one system.

9.6 Diagrams

Please include complete system diagrams that show how your product/system functions, both in a typical environment and how you propose to implement the system in our environment. A system network schematic is very important as we consider your solution and compare it with competing systems.

Outline interfaces to other applications/systems where applicable.

10. Project Implementation

10.1 Project Plan

Please propose a typical project plan showing time and resources required for this type of implementation.

Your proposal should include a team structure that will most effectively utilize both vendor and Castle Rock Township resources. The vendor must identify the minimum number of Castle Rock Township employees required by function and the assignments that will most effectively utilize these resources along with a description of the skills that they require for successful implementation. Team member roles and reporting relationships must be clearly defined.

The vendor will work with Castle Rock Township to revise the proposed plan once the project commences. Regular reporting on the progress of the project is required of the vendor. All time expended by vendor resources must be tracked.

10.2 Employee Involvement

Castle Rock Township recognizes that the involvement, understanding and commitment of our employees is key to the successful implementation of this project. Castle Rock Township employees must make all key process design and configuration decisions. Specific provisions must be made for Castle Rock Township employee participation in the decision making process without disrupting operations (i.e. avoid disruptions caused by removing people from their jobs for extended periods).

10.3 Change Management

The vendor must have a methodology for introducing change into organizations. The change methodology should incorporate education, expectation management, employee understanding, motivation and problem solving. Education should include not just training on how to use the software (if necessary), but should also promote understanding of the new business processes. Please propose how you would incorporate employee involvement and describe your change management processes.

11. Submission Checklist

Prior to submitting your proposal, please review the following checklist to make sure that you have completed and included all of the information that has been requested.

- Non Disclosure Agreement
- Standard Contract/Licensing Agreement
- Completed RFP
 - Vendor Profile
 - Cost Summary
 - References
 - Requirements checklist
 - System Configuration
 - Project Implementation
 - Change Management Plan
 - Authorization

12. Authorization

As an authorized officer/agent of the entity named below, I am empowered to bind the company in a contract. All information provided in this RFP is true and correct, and I agree to comply with all terms and conditions.

The vendor acknowledges and agrees that Castle Rock Township is not bound by any oral or written representations, statements, understandings, promises or agreements – both formal and informal, which were made at any time prior to the RFP process by a Castle Rock Township officer, employee, agent, representative or consultant. Castle Rock Township is bound solely by the written contents of this RFP and any written addenda or written clarifications made during the process and issued by the primary contact.

Company: _____

Authorized Agent: _____
Print Name

Signature

Date