



Request for Information (RFI)

Electronic Plan Submission and Review

City of Seattle, Department of Planning and Development (DPD)

Version 1

December 30, 2008

Intent

This RFI is issued as a means of technical discovery and information gathering. It is for planning purposes only and should not be construed as a solicitation, an obligation on the part of the city to make any purchases, or a means to pre-qualify vendors. The City of Seattle may use the results of this RFI in drafting a competitive Request for Proposal (RFP).

The city anticipates conducting a two-step process for identifying potential vendors to present more detailed information and begin discussions with the city. In Step 1, the city will evaluate written responses received in response to this RFI. In the event the city decides to proceed to Step 2, the finalists may be invited to present more detailed information and begin discussions with the city. Upon conclusion of the process, the city may decide to issue an RFP or may choose to take no further action.

Participation in this RFI is voluntary and the city will not pay for the preparation of any information submitted by a respondent or for the city's use of that information. **Vendors do not need to prepare detailed proposals at this stage.** Vendors should provide basic information regarding capabilities and an indication as to how they would approach working with City of Seattle to achieve this document's outlined objectives.

Responses to this document must be received by **January 30, 2009**. See the **Vendor Instructions** section for more detail about submitting responses.

Company Overview

The Department of Planning and Development develops, administers, and enforces standards for land use, design, construction, and housing within the city limits. DPD planning, permitting, and enforcement actions support comprehensive goals for long-range planning, transportation improvements, neighborhood business revitalization, downtown and waterfront planning, and more.

DPD services are provided by a staff of 435, including professional engineers, architects, urban and land use planners, inspectors with experience in the construction-related trades, code development analysts, code compliance inspectors, and specialists in sustainable building and the permit process.

In 2007, DPD approved over 36,000 land use and construction-related permits, with all building permit values totaling over \$3.1 billion. Our reviewers analyze development projects based on Seattle's land use, construction, and environmental regulations. Our team of over 50 construction inspectors visits all construction sites within the city, ensuring compliance with building, energy, mechanical, environmental, drainage, erosion control, side sewer, electrical, elevator, boiler, refrigeration, sign, and housing/zoning standards.

The number of reviews required for a permit can range from two to ten or more, depending on the complexity of the project proposed. Likewise, the number and size of plan sets required varies.

Project Overview

The goal of this project is to develop processes and technology to allow electronic submission and review of plan sets for construction and land use permits.

Specific objectives of the project include:

- Improving the efficiency of plans routing processes by decreasing plan handling and movement.
- Improving the ability of DPD customers and staff to track plan location and reviews in progress.
- Improving customer service by 1) reducing the overall cycle time of the permit issuance process and 2) improving communication between reviewers and applicants.

Requirements

Electronic plan submission and review requirements:

1. System shall allow customers to submit plans electronically. System must accept plans in multiple formats (e.g., DWG, PDF).
2. System shall prevent customers from submitting plans until the customer is authorized by DPD.
3. System shall provide an interface that allows customers and DPD staff to view real-time plan location and review status.
4. System shall provide an interface that allows customers to view and print plans that require corrections, submit plan corrections, and view and print approved plans.
5. System shall allow users to configure standard plan review workflows based on project type, as well as to customize workflows for specific projects.
6. System shall allow users to assign reviews to specific users.
7. System shall allow multiple reviewers to review a plan set concurrently.
8. System shall allow reviewers to mark-up plans electronically and consolidate comments from multiple reviewers.
9. System shall provide the ability to compare changes between electronic plan versions.
10. System shall prevent applicants from making changes to the original plan set after it is submitted.
11. System shall prevent changes from being made to reviewer mark-ups except by the reviewer or DPD designee (e.g., supervisor).

Additional desired features:

1. Ability to upload and route documents other than plan sets.
2. Ability to identify comments and redlines by review type (e.g., Ordinance or Zoning).
3. Ability to submit notes or instructions with plans and corrected plans.
4. Ability to view assigned reviews by individual and review type.

Technical Considerations

1. System must be available to external customers without requiring purchase of software. If the customer interface is Internet browser-based, it must support Internet Explorer and Firefox at a minimum.

2. System must be compatible with the standard DPD desktop configuration.

Hardware: Intel Core 2 Duo E6751 (2.66 GHz Processor); 2GB PC2-5300 (DDR2-667) 2x1GB memory; 160GB SATA NCQ HDD SMART IV hard drive.

Operating System: Windows XP SP2.

Standard Software: Adobe Acrobat Reader v7, GroupWise v8, HyperSnap DX, Internet Explorer v6, MS PowerPoint 2003, McAfee VirusScan v8, and MS Office 2003.

3. System must be compatible with the following existing server/network architecture:

Hardware: IBM System X3650 (Rack Mounted); Two Xeon Dual Core 5160 3.0Ghz/1333Mhz/2x2MB L2 Processors; 146 or 73 GB 3.5 inch 15K RPM SAS hot swap hard drives in a RAID 5 configuration with a hot spare; Four to eight GB RAM; Gigabit Ethernet network card;

Operating System: Windows Server 2003 Standard or Enterprise edition with service pack two.

Standard Software: IBM Director Agent; IBM Tivoli Storage Manager Client; .NET Framework versions 1.1, 2.0, and 3.0; McAfee Virus Scan Enterprise.

Integration Considerations

The product will have to interface with the following existing systems:

1. Hansen, the department's primary permitting system. System must be able to display data from Hansen; system must also be able to transfer data such as plan location and review status. DPD currently uses Hansen Version 7.7 and plans to upgrade to Version 8 within the next two years.
2. DPD's Electronic Document Management System (EDMS). It is desired that the system have the ability to transfer approved plan sets to EDMS for archival. The primary components of the EDMS system are Kofax Capture and Oracle Imaging and Process Management (I/PM).

Instructions for Vendors

Vendors should be aware of the requirements for doing business with the City of Seattle, including the Equal Benefits Program. See <http://seattle.gov/contract/equalbenefits/> and <http://www.seattle.gov/html/business/contracting.htm> for more details, or contact Contracting Services at ContractingServices@seattle.gov or (206) 684-0444. **Do not contact Contracting Services for more information about this RFI.**

Responses Due	Responses to this RFI should be submitted to the City of Seattle no later than January 30, 2009 .
RFI Contact	Jennifer Hager 206-615-1203 jennifer.hager@seattle.gov
Mailing Address	Department of Planning and Development 700 Fifth Ave., Suite 2000 P.O. Box 34019 Seattle, WA 98124-4019
RFI Documentation	In addition to answering the questions below, please send five copies of marketing brochures describing your organization and product offerings in the area of electronic plan submission and review.

Answer the following questions to the best of your ability and return by the date specified above.

General	
Company name Company address Web site URL Parent company Describe ownership and/or strategic partnerships of your company.	
Person responsible for the information contained in this RFI: Name Phone number Fax number E-mail address Signature of the person	

General	
<p>Company location (corporate office; other offices)</p> <p>Location of system implementation team</p>	
<p>Total number of employees (include breakdown per department, if possible)</p> <p>Number of employees in system implementation team</p>	
<p>When was your company's initial year of operation?</p> <p>How long have you been providing this type of product?</p>	
<p>Have you supplied this product to customers in a similar industry, with a similar growth profile that would act as a reference site for your product? If so, provide contact information for these references.</p>	
<p>What documentation is provided for the product?</p>	
<p>Was your software written and acquired from a third party, or was it written by your organization?</p> <p>Does any of your software use open source code?</p> <p>Are there earlier versions of your product that are no longer supported?</p>	
<p>What additional features (in addition to the statement requirements) does your product offer?</p>	

Technical Requirements

<p>Can your product work effectively in our company's described environment?</p> <p>Is this system compatible with our operating system? What other operating system's is it compatible with?</p> <p>What server software is compatible/incompatible with this system?</p> <p>How does this software work with software- and hardware-based security applications?</p> <p>What browsers are compatible with this product?</p> <p>Are you aware of any incompatibilities that this product might have with any specific hardware or software? Provide details.</p>	
<p>Is there any additional hardware that should be purchased for optimal performance?</p> <p>Are there any special network requirements (LAN or WAN)?</p>	
<p>What is the amount of memory required by the workstation and/or server?</p> <p>Are specific workstation configurations (e.g., dual monitors) recommended to optimize the user interface?</p> <p>What is the minimum processing speed?</p> <p>What connectivity speeds are needed for ideal operation of this product?</p> <p>How secure is this software?</p>	

Training & Support

<p>Please provide information on your implementation methodology.</p> <p>Can this product be used with other technologies (smart cards, barcodes, wireless)?</p>	
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Training & Support	
<p>What level of training do you recommend?</p> <p>Do you offer formal user training?</p> <p>What type of courses do you offer and what is their duration?</p> <p>Do you provide training materials? Describe them. Are training materials available at no cost?</p>	
<p>Where are support services located?</p> <p>What are the hours of operation and response times of support services?</p> <p>What levels of support are available? Define each level.</p> <p>Is there an extra charge associated with product support?</p> <p>Does support include product updates, as well as bug fixes?</p> <p>How often are major software upgrades available?</p> <p>How are software and/or database updates transmitted to customers?</p> <p>What is the helpdesk escalation procedure?</p>	

Total Cost of Ownership (TCO)	
<p>Is your product priced by the number of users, or by the number of workstations?</p> <p>If the cost is based on the number of users, what is the rate?</p> <p>Please provide a detailed breakdown of the cost of your product.</p>	
<p>Do you offer government rates or discounts for volume purchasing?</p>	

Total Cost of Ownership (TCO)	
<p>Should additional software or hardware be purchased for optimal performance and what is the approximate cost of each component?</p> <p>What are your implementation consulting rates?</p> <p>What is the charge for training?</p> <p>What are the maintenance and support costs? Please give a breakdown.</p>	
<p>What do you charge for customization?</p> <p>Describe some customization work that you have completed.</p>	
<p>Do you charge for product or services during the evaluation period?</p> <p>Are there any other costs that would contribute to the total cost of ownership of your product?</p>	

Proprietary Material

Vendors should understand that any records that they submit to the city in response to this RFI become public records under Washington State law (See RCW Chapter 42.56, the Public Disclosure Act, at <http://www1.leg.wa.gov/LawsAndAgencyRules>. Public records must be promptly disclosed upon request unless a statute exempts disclosure. Exemptions from disclosure include trade secrets and valuable formulas (See RCW 42.56.540 and RCW Ch. 19.108). However, public-disclosure exemptions are narrow and specific. Vendors are expected to be familiar with any potentially-applicable exemptions, and the limits of those exemptions.

Vendors are obligated to separately bind and clearly mark as “proprietary” information any records in the vendor’s response they believe are exempted from disclosure. The body of the response may refer to these separately-bound records. vendors should mark as “proprietary” only that information they believe legitimately fits within a public-disclosure exemption.

If the city receives a public disclosure request for records that a vendor has marked as “proprietary information,” the city may notify the vendor of this request and postpone disclosure briefly to allow the vendor to file a lawsuit under RCW 42.17.330 to enjoin disclosure. However, this is a courtesy of the city and not an obligation.

The city has no obligation to assert an exemption from disclosure. If the vendor believes that its records are exempt from disclosure, the vendor is obligated to seek an injunction under RCW 42.56. By submitting a response, the vendor acknowledges this obligation; the vendor also acknowledges that the city will have no obligation or liability to the vendor if the records are disclosed.