

**VILLAGE OF FRANKFORT  
REQUEST FOR PROPOSAL  
FOR  
BUILDING PERMIT SOFTWARE  
AND RELATED SETUP SERVICES**

**I. Purpose of Proposal**

The Village of Frankfort seeks proposals from qualified companies to provide building permit software for the Village of Frankfort. Upon review of responses to this Request for Proposal (RFP) the Village plans to select one company from which to purchase a software solution.

**II. Background/Project Description**

The Village of Frankfort's population was certified at 16,492 in 2007 and approximately 8,000 parcels are incorporated in the Village. The Village issues approximately 1,000 permits per year. Past growth of the Village and advancements in technology has created the desire for a GIS-based permit database and user interface.

In use today is a legacy database system called 'LIPS' based on a Visual Fox Pro database. Frankfort also uses a GIS through ESRI's ArcGIS 9.3.1 software.

The Village is seeking companies to provide a modern software solution for permitting and licensing that seamlessly integrates with ArcGIS. Specific capabilities we seek are identified in Section III. Bidders are welcome to identify additional capabilities as "optional" components. Preference will be given to products that address required capabilities "out-of-the-box" and provide the most comprehensive administrative interface for customization.

**III. Software Capabilities & Service**

The software product and any necessary services will be chosen by the Village after careful review of responses to each of the following capabilities, features or services:

1. *Permit Tracking for multiple permit types. This includes:*
  - Applications (online access to submit and view)
  - Plan review status and remarks
  - Fee calculation with override function
  - Inspection scheduling and results
  - Alert notices for permit inactivity
  - Advanced search capabilities and custom query options
  - Link permit record to digital documents

2. *Code Enforcement Tracking:*

- Log and track status of complaints
- Inspection tracking and digital document links (e.g. photos)
- Generate correspondence and tickets

3. *Licensing*

- Track multiple license types (i.e. business, contractor, tobacco, alcohol, etc.)
- Provide online registration/payment/renewal
- Data conversion services for existing LIPS database – business, contractors, tobacco, and alcohol
- Auto-notify license holders of pending expiration

4. *Mobility*

- Up to 5 mobile editors with the ability to add additional editors in the future
- Unlimited viewers of data (ideal, but not required.) At a minimum, must address how non-editing personnel can have remote access to data.
- Identify supported mobile devices (e.g. cell phones, tablet PC, iPhone, Android platform, etc....)

5. *Customization*

- Identify Supported Programming Languages for GUI (Graphic User Interface) Customization
- List and describe other customizing features or options

6. *Future Scalability Options (Identify, but do not include as part of pricing for this RFP)*

- Asset Management (water mains, streets, storm, and sanitary)
- Finance/Utility Accounts
- Zoning (case management/development projects)
- Work order management
- Other

7. *Efficiency*

- Generate inspection routes with driving directions (or similar)
- Estimate inspection arrival times based on most current data (i.e. use pre-defined inspection times to combine with drive-time estimates and formulate the inspector's estimated arrival window)

8. *Management*

- Produce standardized operating reports and statistics
- Create custom reports
- Please explain QAQC measures available for data entry
- Set user IDs with customizable permissions

9. *Compatibility*

- Identify other supported software applications and versions, including but not limited to operating systems, database engines and other common office products.
- Interface with ESRI ArcGIS
- Identify the date and version number of the last five (5) software updates (e.g.. version 3.2.1 build 1520) and the last three (3) major releases (e.g. versions 3, 4, and 5)

10. *Hardware Requirements*

- Describe ideal and minimum system requirements
- Describe ideal and minimum system requirements to run proposed software solution concurrent with ArcGIS Server 10 (if known)

11. *Price Breakdown\**

- Software (Initial purchase price and identify any recurring charges or update fees)
- Additional user pricing if applicable (or similar scaled pricing tiers)
- Initial software setup (describe what is included with setup charge)
- Customization charge – Estimate charge with hourly rates identified
- Training costs (if required)
- Tech support options and availability
- Data conversion – Estimate charge with hourly rates identified
- Discounts if applicable

\* All applicants are welcome to include proposals for appropriate hardware packages and installation, however a hardware vendor will not necessarily be selected during this process.

**IV. Submission Requirements**

- Interested parties are to provide bids/proposals for the software as requested. In addition to requests stated above the Village also requires each company to submit at least five references with a contact name and phone number.
- Please provide any other information you feel is important for consideration in the evaluation of your proposal.
- Submit all proposals to:  
Anthony Minette III  
Village of Frankfort  
432 W. Nebraska Street  
Frankfort, Illinois 60423

**Date and time due: July 26, 2010, 12:00 P.M.**

Number of copies required: Three (3)

**V. Administration Information**

The Village of Frankfort reserves the right to accept, reject or negotiate any proposal. All proposals shall be evaluated for completeness, software capabilities, ease of customization, GIS integration, scalability, references, cost of product and other factors The Village deems important. Any questions relating to the preparation of your proposal should be directed to Anthony Minette III, Software Selection Project Manager.