



## **PUBLIC ADMINISTRATIVE SERVICES**

**TODD BRANDENBURG**

*Superintendent*

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Beavercreek, OH 45434

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### **REQUEST FOR QUALIFICATIONS**

The City of Beavercreek Public Administrative Services Department is seeking qualifications for **MUNICIPAL WORK ORDER / ASSET / MAINTENANCE / STORMWATER / PERMIT MANAGEMENT SOFTWARE SYSTEM**. The purpose in this RFQ is to establish a software vendor to implement a solution to assist in the management of public works type work orders, asset inventory, and maintenance in the areas of streets, traffic, stormwater management, permitting, engineering, planning and zoning, cemeteries, and buildings and grounds maintenance.

The successful vendor will be required to comply with the laws and regulation of the State of Ohio and will be experienced in work order, stormwater, and permit management software solutions for local government. The contract will be awarded to the vendor whose qualification evaluation by the City of Beavercreek indicates that such award will be in the best interests of the services to be performed, as determined by the City of Beavercreek. No contract shall be considered to have been awarded and no consultant may rely upon the award of a contract until a Contract for Services Agreement has been entered into by the City of Beavercreek and the successful consultant, and no consultant shall be entitled to rely on any written or oral statements or representation as to the award of a contract made by any City of Beavercreek personnel.

Responses shall be complete and submitted in a package with cover page featuring the vendor's letterhead. All communication regarding this notice shall reference: **Request for Qualifications (RFQ) #01-2018 MUNICIPAL WORK ORDER / ASSET / MAINTENANCE / STORMWATER / PERMIT MANAGEMENT SOFTWARE SYSTEM**. Responses shall reply to ALL inquiries mentioned in the following specification. Incomplete replies to this request will be subject to rejection.

All responses must be received by **Monday, April 2, 2018 at 2:00PM**.

Proposals may be submitted by the following methods:

Mail or In Person to:                      City of Beavercreek  
Municipal Maintenance Facility  
Attn: Todd Brandenburg  
789 Orchard Drive  
Beavercreek, OH 45434

Electronic PDF to:                            [brandenburg@beavercreekohio.gov](mailto:brandenburg@beavercreekohio.gov)

*The City of Beavercreek Public Administrative Services Department reserves the right to reject any or all proposals.*

Released 03/19/2018

**RFP #01-2018  
MUNICIPAL WORK ORDER / ASSET / MAINTENANCE / STORMWATER / PERMIT MANAGEMENT  
SOFTWARE SYSTEM  
INSTRUCTIONS**

1. INVITATION TO RESPOND

You are invited to submit qualifications to provide a software solution in accordance with the specifications and plans set forth by the City of Beavercreek. These proposals will be accepted in the office of the Public Administrative Services Superintendent, 789 Orchard Drive, Beavercreek, OH 45434, until Monday, April 2, 2018, 2:00PM. If there are any questions or comments regarding the bid specifications or project details, please contact Todd Brandenburg, Superintendent, at 937-427-5540 or email at [brandenburg@beavercreekohio.gov](mailto:brandenburg@beavercreekohio.gov).

2. QUESTIONS PRIOR TO RESPONDING

All questions must be submitted in writing and directed solely to the City of Beavercreek Public Administrative Services Department. Questions may be emailed to [brandenburg@beavercreekohio.gov](mailto:brandenburg@beavercreekohio.gov) or faxed ATTN: Todd Brandenburg at 937-431-5023. Questions that may be answered by directing the consultant to a specific section of the RFQ will be answered via email and only replied to the original inquirer of the said question. Questions that are more complex in nature or that are not addressed in a specific section of the specification will be answered via an addendum process and distributed to all known specification holders through email.

3. PREPARATION COSTS

The City of Beavercreek will not pay any cost(s) associated with the preparation, submittal, presentation, or evaluation of any response.

4. PREPARATION OF RESPONSES

Each response must be legible. Responses should be limited to a maximum of 25 pages. All responses must be submitted in the following order:

- a. **Section 1 / Company Overview** – This section must be submitted in the following order:
  - i. Provide a narrative that includes company background and history showing a minimum of six (6) recent, consecutive years of professional work order and permitting management software development experience. The narrative shall be sufficient to permit the City of Beavercreek to determine the capability of the consultant to fulfill all contractual obligations.
  - ii. Provide a list of the proposed project team that to be assigned to this project. Include each member's name, title, proposed project role, and years working with firm.
  - iii. Provide resumes and/or professional experience statements for all key members of the proposed project team. This information should include at a minimum the team member's; name, credentials, education, professional work history, recent accomplishments, and roles and responsibilities in recent and relevant projects.
  - iv. Provide a detail of how your firm plans to provide and implement the suggested solution.

v. Provide a sample copy of detailed vendor invoice.

**b. Section 2 / Letter of Intent**

i. The consultant shall include a letter of intent stating the firm's willingness to provide the requested services per the RFQ. This letter must be signed by an authorized agent of the firm.

**c. Section 3 / Project Approach and Anticipated Timeline**

i. The proposed consultant shall provide a narrative detailing the method in which they plan to approach this project. The narrative should include the steps that the consultant plans to take to execute this project, project milestones, frequency of progress meetings, and how the vendor plans to provide the necessary items.

ii. The proposed consultant shall provide an anticipated timeline detailing milestone completion in days from the notice to proceed.

**d. Section 4 / References**

i. The proposed consultant shall provide, within the response, a list of three (3) similar projects to the one proposed herein. The list shall provide at a minimum:

1. The project owner's name.
2. The project owner's representative.
3. The project owner's representative contact information, including phone number and email address.
4. The project duration, including date began and ended.
5. A brief description of the project.

**e. Section 5 / Executive Summary**

i. Provide a brief narrative detailing why your company should be considered for this RFQ.

**6. CLOSING DATE FOR RESPONSES TO THE RFQ**

a. All proposals shall be received promptly at 2:00 PM, Eastern Standard Time (EST) on Monday, April 2, 2018 at the following location:

City of Beavercreek Municipal Maintenance Facility  
Attention: Todd Brandenburg, Superintendent  
789 Orchard Drive  
Beavercreek, OH 45434

b. Please indicate in the lower left hand corner of the envelope – RFP #01-2018 MUNICIPAL WORK ORDER / ASSET / MAINTENANCE / STORMWATER / PERMIT MANAGEMENT SOFTWARE SYSTEM, company name, and closing date and time.

7. WITHDRAWAL OF RESPONSES

- c. A response may be withdrawn on written request from the vendor to the Public Administrative Services Superintendent prior to the closing date.

8. DISCLOSURE

- d. At the time of closing all responses and other material(s) submitted become the property of the City of Beavercreek. All response information will be held in confidence during the evaluation process and prior to the time of notice of Intent to Award is issued.
- e. All responses submitted shall become a matter of public record and are subject to federal, state, and local laws and regulations governing the handling and storage of public records and public record requests.

**RFP #01-2018  
MUNICIPAL WORK ORDER / ASSET / MAINTENANCE STORMWATER / PERMIT MANAGEMENT  
SOFTWARE SYSTEM  
FORM AND CONTENT**

1. SUBMISSION OF RESPONSES

- a. To be considered, responses must arrive at the City of Beavercreek, Public Administrative Services Department on or before the date and time specified in the Request for Qualifications.
- b. Responses are to be submitted in a sealed envelope, addressed as follows:

City of Beavercreek Municipal Maintenance Facility  
Attention: Todd Brandenburg, Superintendent  
789 Orchard Drive  
Beavercreek, OH 45434

- c. **No response will be accepted after the date and time specified.**

2. INTENT

- a. Each response shall include a letter of intent to provide consulting services for the referenced project. The letter of intent shall be signed by an authorized agent of the firm.

3. QUALIFICATIONS OF CONSULTANT

- a. Provide a narrative that includes company background and history showing a minimum of six (6) recent, consecutive years of professional work order management software development experience. The narrative shall be sufficient to permit the City of Beavercreek to determine the capability of the consultant to fulfill all contractual obligations.
- b. At all times, the consultant shall comply with all applicable local, state, and federal guidelines, practices and regulations. Failure to be able to comply with these requirements is suitable reason for rejection of qualifications.
- c. The consultant shall have the ability to meet onsite at the City of Beavercreek as needed.

4. ITEMS TO BE SUBMITTED

- a. Company overview
- b. Letter of intent (signed)
- c. Project approach and anticipated timeline
- d. References
- e. Executive summary

**RFP #01-2018  
MUNICIPAL WORK ORDER / ASSET / MAINTENANCE / STORMWATER / PERMIT MANAGEMENT  
SOFTWARE SYSTEM STATEMENT OF WORK**

1. PURPOSE

- a. The purpose in this RFQ is to establish a vendor capable of providing a software solution to manage local government work flows in the areas of service requests, stormwater management, engineering, building and grounds, and planning and zoning.

2. COMMUNITY BACKGROUND

- a. Incorporated January 11, 1980, as of the last survey data (2007), the City of Beavercreek encompassed 27.5 square miles on the western edge of Greene County, Ohio.
- b. As of the 2010 U.S. Census, the City of Beavercreek boasted a population of 45,193 residents, making it the largest municipality in Greene County and the second largest city in the Dayton Metropolitan Area.
- c. The City of Beavercreek is governed by a Council – Manager Form of government featuring a seven member city council (including a Mayor) with a City Manager leading the daily business operations of the city.
- d. The City of Beavercreek municipal operations are 100% property tax funded making the city one of the largest in Ohio without an income tax.

3. DEPARTMENTAL DESCRIPTIONS

- a. The proposed software solution is expected to provide sufficient management support for the following departments/divisions and functions within the City of Beavercreek:

- i. Public Administrative Services Department

- 1. Public Service Division

- a. Streets Section

- i. Service request management and tracking

- ii. Asset management and tracking

- iii. Preventative maintenance activity assignment and tracking

- b. Traffic Section

- i. Service request management and tracking

- ii. Asset management and tracking

- iii. Preventative maintenance activity assignment and tracking

- c. Buildings and Grounds Section

- i. Service request management and tracking
      - ii. Asset management and tracking
      - iii. Preventative maintenance activity assignment and tracking
- 2. Parks and Recreation Division
  - a. Parks Section
    - i. Service request management and tracking
    - ii. Asset management and tracking
    - iii. Preventative maintenance activity assignment and tracking
- 3. Engineering Division
  - a. Stormwater Management
    - i. Service request management and tracking
    - ii. Asset management and tracking
    - iii. Preventative maintenance activity assignment and tracking
    - iv. Inspection activity assignment and tracking
  - b. Other
    - i. Permitting
    - ii. General construction inspection tracking
- ii. Planning and Zoning Department
  - 1. Service request management tracking
  - 2. Permitting
  - 3. Inspection tracking
  - 4. Board of Zoning Appeals case tracking
  - 5. Abandoned, foreclosed, and vacant property tracking
- b. The proposed areas are **OPTIONAL** but will be considered during the RFQ evaluation:
  - i. Cemetery Management
    - 1. Asset management and tracking

2. Cemetery deed management
3. Burial information tracking
4. Cemetery invoicing
- ii. Fleet Maintenance Activities
  1. Service request management and tracking
  2. Asset management and tracking
  3. Preventative maintenance activity assignment and tracking
  4. Equipment reservation management

#### 4. CURRENT SYSTEMS

- a. The City of Beavercreek currently utilizes the following software / systems to manage workflow throughout the organization. It is **CRITICAL** that the proposed software solution is able to be populated with current and previous data from these systems during the implementation phase of this transition:

- i. Planning and Zoning Department

1. Zone Pro
2. ESRI ArcGIS
3. Excel Spreadsheets
4. PDF, GIF, TIF, JPEG

- ii. Engineering

1. Excel Spreadsheets
2. ESRI ArcGIS
3. PDF, GIF, TIF, JPEG
4. AutoCAD

- iii. Public Service (Streets, Traffic, Parks, Building & Grounds, Stormwater Maintenance)

1. Excel Spreadsheets
2. ESRI ArcGIS Online
3. PDF, GIF, TIF, JPEG

- iv. Cemetery (optional)



1. Excel Spreadsheets
  2. ESRI ArcGIS Online
  3. PDF, GIF, TIF, JPEG
- v. Fleet Maintenance (optional)
1. RTA Systems
  2. Excel Spreadsheets
  3. Gasboy Fueling System
  4. PDF, GIF, TIF, JPEG
- b. The City of Beavercreek currently utilizes the following software / systems to manage workflow in specific areas that communication between the proposed software solution and the current system may be beneficial to future city operations:
- i. Caselle Clarity (Finance)
  - ii. ActiveNet (Parks and Recreation)

#### 5. GENERAL SOFTWARE REQUIREMENTS

- a. The selected software solution shall be compatible with the existing windows-based computer systems currently being operated within the various departments.
- b. The selected software solution shall be “cloud-based” and accessible anywhere, at any time, as long as an internet connection is available.
- c. The selected software solution shall be GIS-centric and shall seamlessly integrate to the City’s ESRI ArcGIS platform including ArcGIS Online.
- d. The selected software solution shall have mobile applications which are easily deployed on to mobile devices uses the Android or iOS operating systems.
- e. The selected software solution shall have provisions incorporated within the programming that assists city staff in complying with local, state, and federal records retention laws.
- f. The selected software solution shall require **NONE** of the following:
  - i. Any additional hardware connections (e.g. point-to-point routers, etc.).
  - ii. Any additional software connections (e.g. VPN software, Citrix, etc.).
  - iii. Any dedicated data lines.
  - iv. Any client-side installation.
  - v. Any browser plugins (e.g. Silverlight, ActiveX).

- vi. Any changes to local workstation security.
- g. The selected software solution shall have, but not be limited to the following features:
  - i. Support and training included in annual maintenance fees.
  - ii. Uses only standard internet protocols (HTTP, HTTPS) for communication.
  - iii. Automatic service packs and upgrades included in annual maintenance fees.
  - iv. Proactive hardware and infrastructure monitoring and maintenance.
  - v. Accessible from any internet connection, including wireless and mobile internet.
  - vi. Tolerant of temporary internet disconnections and disruptions.
  - vii. Stores database backups offsite.
  - viii. Allows provisions for adding and removing users without vendor contact.
  - ix. Supports modern browsers (e.g. Internet Explorer, Google Chrome, Firefox).
  - x. System must provide for standard reports, ad hoc reports, and data extract to standard end-user software formats such as Microsoft Excel.
- h. The selected software solution shall have the following abilities to:
  - i. Vary levels of access based on role and/or individual and the ability to assign and/or change that access freely within the system, without contacting the vendor.
  - ii. Customize the software interface (dashboard) per user. Customization shall include, but not limited to the ability to define terms, groups, designations and allocations as needed, without limitation.
  - iii. Create, generate and store recurring work orders on a periodic or conditional date and time.
  - iv. Maintain a database of customer and contact information. Provide retrievable customer information from the work order creation form.
  - v. Assign work orders, escalate work orders, and confirm work order completion electronically.
  - vi. To include notations, modifications, and multiple call-ins on work order without duplication.
  - vii. Maintain a history of notes once a work order is completed.
  - viii. To provide future public access through a web portal in which the City maintains full control as to what information is publicly viewable.
  - ix. To store, maintain, edit, and populate forms and letters and to modify those stored documents in-house, without direct contact with the vendor.

- x. Export all fields into a CSV or XLS/XLSX file, preferably as a simple data file with one-row headers.
  - xi. Provide audit controls and a reporting mechanism.
  - xii. Maintain a maintenance history. Active and completed work orders must be searchable through a various combination of terms and channels.
  - xiii. Provide time and cost tracking functionality. Store information and automatically calculate based on hours, parts, and material, equipment, and personnel assigned. Should be able to output cost and time tracking into a report format.
  - xiv. Create, track, inspect, and close permits
- i. The selected software solution shall have the following mobile platform abilities to:
- i. Edit existing data entries (e.g. a property listed as vacant can be updated as non-vacant).
  - ii. Easily accessible through mobile applications designed to be used by multiple devices including, but not limited to:
    - 1. Android based mobile phones.
    - 2. Android based mobile tablets.
    - 3. iOS iPhone mobile phones.
    - 4. iOS iPad mobile tablets.
    - 5. Windows based mobile phones.
    - 6. Windows based mobile tablets.
  - iii. Add multiple photos from field via mobile device.
  - iv. Check in the field all relevant information and history about work orders, inspections, and assets.
  - v. Open, close, edit, and update work orders and assets.
  - vi. Collect GIS data through mobile device GPS and application.
  - vii. Send documents remotely to a networked or mobile printer from the field.
  - viii. Send documents remotely to individuals via email from the field.

## 6. PROJECT SCOPE

- a. The selected software solution shall cover the work order and asset management needs of all aspects of municipal public works, engineering, and planning and zoning activities including, but not limited to:

- i. Management of facilities and the assets contained within such facilities (e.g. HVAC Systems, Plumbing Systems, Information Technology Systems, etc.).
  - ii. Management of parks and recreation facilities and the assets contained within such facilities (e.g. playground equipment, shelters, restrooms, memorials, pathways, water features, sports fields, etc.).
  - iii. Management of traffic assets (e.g. traffic signals, school zone signals, street and traffic signs, pavement markings, etc.).
  - iv. Management of stormwater assets (e.g. retention basins, stormwater outfalls, catch basins, manholes, buried piping, culverts, etc.).
  - v. Management of arboricultural assets (e.g. right-of-way trees, park trees, streetscaping areas, etc.).
  - vi. Management of street assets (e.g. pavement, curb, gutter, sidewalk, roadside mowing activities, etc.).
  - vii. Management of work orders and requests as related to all assets listed above (e.g. potholes, traffic signal malfunction, dead animal removal, clogged storm drain / flooding, snow and ice control, damaged catch basin, trash pick up, tree encroachment in to the right-of-way, HVAC issues, electrical issues, plumbing issues, etc.).
  - viii. Scheduling and tracking of preventative maintenance activities.
  - ix. Tracking of parts, labor, inventory, and materials used in the maintenance and repair of the above assets.
  - x. Management of engineering department functions including, but not limited to stormwater inspections, construction inspections, and permit inspections.
  - xi. Management of planning and zoning functions including, but not limited to compliant investigations, violation issuance, planning department and zoning appeals board case management, and property status and history.
- b. As an option, the selected software solution may cover the work order and asset management needs of all aspects of municipal fleet maintenance and cemetery activities including, but not limited to:
- i. Management of a municipal fleet of vehicles and equipment (e.g. chainsaws, string trimmers, mowers, tractors, service trucks, dump trucks, vans, loaders, backhoes, etc.).
  - ii. Management of work orders and service requests as related to the municipal equipment fleet.
  - iii. Scheduling and tracking of preventative maintenance activities related to the equipment and vehicle fleet.
  - iv. Tracking of parts, labor, inventory, and material used in the maintenance and repair of the equipment and vehicle fleet.
  - v. Assignment and reservation of vehicles and equipment within the municipal fleet.

- vi. Management of municipal active and historical cemeteries and data necessary to efficiently and effectively operate the cemeteries.
  - vii. Tracking of cemetery assets (gravesites) and the status of each (e.g. vacant, vacant/sold, interred, traditional, cremains, etc.).
  - viii. Tracking of cemetery deed information, the sale of gravesites, ownership of graves, contact information for gravesites.
  - ix. The ability to create and produce forms related to cemetery operations including, but not limited to, deeds, affidavits, lot cards, etc.
  - x. Tracking of parts, labor, inventory, and material used in the maintenance, repair, and operation of a cemetery.
- c. The selected consultant shall make themselves familiar with the City of Beavercreek prior to responding to this RFQ.
- d. Project timeline
- i. Consultant shall affirm that they are capable of meeting the following City of Beavercreek milestones:
    - 1. RFQ Release: 3/19/2018
    - 2. RFQ Response Deadline: 4/2/2018
    - 3. RFQ Interviews / Negotiations: week of 4/16/2018 to 4/20/2018
    - 4. Selection: 4/25/2018
    - 5. Contract Award: 4/30/2018
    - 6. Notice to Proceed: 5/3/2018
    - 7. Contract Completion: TBD
- e. Project goals
- i. To increase efficiency and effectiveness.
  - ii. To improve communications within departments.
  - iii. To track manage and track assets and assist in capital planning.

## 7. ADDITIONAL NOTES

- a. The selected vendor is required to retain and safeguard all City of Beavercreek location maps and records related to this project. Records shall not be disclosed or made available to any person not approved by the City of Beavercreek.
- b. The selected vendor shall make a representative available for interview and demonstration, at no cost to the City of Beavercreek during the week of 4/16/2018 to 4/20/2018. Interviews and

demonstrations may take place remotely provided a live representative is available to answer questions.

- c. All maps, information, notes, photos, and additional documents generated in conjunction with this contract are property of the City of Beavercreek and the City of Beavercreek retains the right to request all data collected on its behalf at any point during the duration of this contract. The contractor shall maintain all data in an easily searchable fashion and realize that any and all data collected within this contract is subject to federal and state public records laws.
- d. The City of Beavercreek shall provide maps and data in an electronic format at no charge to the contractor in PDF, ArcGIS, or other acceptable means.

## 8. TERMS AND CONDITIONS

### a. Award

- i. Responses will be analyzed and the award made to the most responsive bidder whose offer conforms to the solicitation, and is considered the most advantageous to the City of Beavercreek. The City of Beavercreek reserves the right to accept any response, which is deemed most favorable to its interest, and to reject any or all responses which are not in the best interest of the City of Beavercreek. The City of Beavercreek will issue a purchase order, contract, and notice to proceed as notification of award to the successful consultant.

### b. Contract Period

- i. The duration of this contract shall commence upon the issuance of a notice to proceed and shall continue for a period determined during the initial negotiation.
- ii. The City of Beavercreek and/or the vendor, upon mutual agreement may extend the contract with written notice 30-days prior to expiration.

### c. Invoicing and Reporting

- i. Vendor shall provide invoices to the City of Beavercreek on a monthly basis. Vendor's monthly invoice shall include, at a minimum, the following:
  - 1. City of Beavercreek's name
  - 2. City of Beavercreek purchase order number
  - 3. Period during which the services were performed ("Billing Period")
  - 4. Total charges for the billing period
  - 5. Detailed summary of work performed including assigned staff billable hours.

### d. Contract

- i. Vendor shall provide a sample contract document for review. Both parties will negotiate the terms and conditions of the proposed contract.

e. Permits, Codes, and Regulations

- i. Vendor shall provide work in accordance with applicable codes, rules, and regulations of local, state, and federal government and other authorities having lawful jurisdiction. The vendor shall give all notices and comply with all laws, codes, ordinances, rules, and regulations bearing on the conduct of the work specified. If the vendor observes that the contract documents are at variance with any rules and regulations, they shall promptly notify the City of Beavercreek in writing, and any necessary changes shall be adjusted as provided in the contract for changes in the work. If the vendor performs any work knowing it to be contrary to such laws, ordinances and regulations, and without such notice to the owner, they shall bear all costs arising from violation.

f. Safety

- i. The vendor shall follow all OSHA guidelines related to the work being performed when onsite.
- ii. The vendor shall observe all safety precautions listed at jobsites in which its employees must enter.
- iii. The vendor shall follow the Ohio Department of Transportation Manual of Uniform Traffic Control Devices requirements when working within the right-of-way.
- iv. The City of Beavercreek does not assume any liability for the vendor's safe work practices and will not supervise the vendor's safety or traffic control when working within the right-of-way. Absolute disregard for employee and/or public safety will result in immediate termination of this contract.

g. Existing Conditions

- i. It is the vendor's responsibility to become fully acquainted with the conditions of this RFQ. Submissions of a response will assume that the vendor has considered all labor and materials necessary in the response fully complete the work. Consulting operations and safety are the exclusive responsibility of the vendor.