



Request for Proposal

Development Approvals Software

RFP #: NG24-PD-HAF-01

Requested by:

Municipality of North Grenville
285 County Road 44
P.O. Box 130
Kemptonville, Ontario
K0G 1J0

Closing Date and Time:

2:00 PM local time on
June 25th, 2024

Issued on:

May 24th, 2024

For More Information:

planning@northgrenville.on.ca

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Introduction

The Municipality of North Grenville (Municipality) is a small town/rural municipality located adjacent to the southern border of the City of Ottawa. As one of the fastest growing municipalities in Eastern Ontario, North Grenville is committed to providing a broad range of amenities and services to its residents and visitors alike.

The Municipality has a mix of rural and urban communities, with a total 2021 population of approximately 17,964 (Source: Statistics Canada). The urban serviced area (formerly the Town of Kemptville) currently serves a population of approximately 6,000.

1.0 Introduction

1.1 Invitation

The Municipality of North Grenville is seeking proposals from prospective proponents to submit proposals to provide the Municipality with a comprehensive development approvals software that can integrate approvals processing across multiple departments.

The Municipality requires that the service be available for use by the Municipality before the end of 2024 and that the service is “up and running” within this timeline.

Consultants are to provide one (1) electronic copy of with the subject heading: “NG24-PD-HAF-01” and addressed to:

amartin@northgrenville.on.ca

Attention: Amy Martin

Director of Planning & Development

Proposals must be received at this location **No Later Than 2:00 PM Local Time on June 25th, 2024.**

Proposals received after the above due date and time will not be considered and will be returned unopened to the Prospective Proponent. Fax submissions will **not** be accepted.

1.2 Format of Proposal

The proposal submission must not exceed **ten (10) single sided pages** (typical letter size, 8 ½” x 11”), using a minimum 11-point font (Verdana), excluding appendices. Larger formats, up to 11” x 17” pages will be accepted for display purposes only (tables, figures, charts or graphs). These pages will count as one (1) page each towards the overall total. Any documentation exceeding the maximum ten (10) page limit may not be considered in the evaluation process. All other supporting information (e.g. corporate information, resumes, and project profiles) is to be attached to the submission in the form of appendices.

1.3 Charge for Documents

All documents, including background information, will be provided at no cost. Refer to section 3.6 for a list of background documents to be available to the successful bidder.

1.4 Costs Incurred by Proponents

All expenses incurred in the preparation and submission of proposals shall be borne by the Consultant. No payment will be made for any proposals received, or for any other

effort required of or made by the Consultant prior to the commencement of work defined by the proposal approved by the Municipality.

1.5 Acceptance of Terms

All those who submit a proposal represent that they have read, completely understand, and accept the terms and conditions of this Request for Proposal (RFP) in full.

1.6 Insurance

1.6.1 Commercial General Liability

The Proponent shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Municipality of North Grenville and underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:

- a) A limit of liability of not less than \$2,000,000/occurrence with an aggregate of not less than \$2,000,000
- b) Add the Municipality of North Grenville as an additional insured with respect to the operations of the Named Insured
- c) The policy shall contain a provision for cross liability and severability of interest in respect of the Named Insured
- d) Non-owned automobile coverage with a limit not less than \$2,000,000 and shall include contractual non-owned coverage (SEF 96)
- e) Products and completed operations coverage
- f) Broad Form Property Damage
- g) Contractual Liability
- h) Owners and Contractors Protective
- i) The policy shall provide 30 days prior notice of cancellation

1.6.2 Professional Liability

The Consultant shall take out and keep in force Professional Liability insurance in the amount of \$2,000,000 providing coverage for acts, errors and omissions arising from their professional services performed under this Agreement. The policy SIR/deductible shall not exceed \$100,000 per claim and if the policy has an aggregate limit, the amount of the aggregate shall be double the required per claim limit. The policy shall be underwritten by an insurer licensed to conduct business in the Province of Ontario and acceptable to the Municipality of North Grenville. The policy shall be renewed for 3 years after contract termination. A certificate of insurance evidencing renewal is to be provided each and every year. If the policy is to be cancelled or non-renewed for any reason, 90 day notice of said cancellation or non-renewal must be provided to the Municipality of North Grenville. The Municipality of North Grenville has the right to request that an Extended Reporting Endorsement be purchased by the Consultant at the Consultants sole expense.

1.7 Municipal Freedom of Information and Protection of Privacy Act

In accordance with MFIPPA, this is to advise that any personal information Proponents provide is being collected under the authority of the Municipal Act and will be used exclusively in the selection process. All proposals submitted become the property of the Municipality. Proponents are reminded to identify in their proposal any specific scientific, technical, commercial proprietary, or similar confidential information, the disclosure of which could cause them injury. Complete proposals are not to be identified as confidential. The information contained in this proposal document may be utilized by the proponent solely for the purpose of preparing a proposal for submission to the Municipality. Any other use of the information for any other purpose is not authorized by the Municipality.

1.8 Clarification

All inquiries regarding this RFP are to be directed to the individual identified below. Inquiries must be received in writing or email no later than June 5th, 2024. All inquiries received and the responses provided will be communicated to inquirers directly and posted on the municipal website by way of written addendum(s), no later than June 13th, 2024, without naming the source of the inquiry.

Attention: Phil Mosher RPP MCIP
Deputy Director of Planning and Development
pmosher@northgrenville.on.ca
planning@northgrenville.on.ca

2.0 Terms of Payment

The successful Consultant shall be reimbursed on a monthly basis for actual work completed and time spent on the project. Monthly invoices are to include supporting documentation for all disbursements. Disbursements will be paid at cost.

Invoices submitted by the Consultant shall include the project title, a description of the work completed and a billing summary. This summary shall include the tasks set forth in the financial submission and shall indicate the budgeted cost, percentage invoiced to date and a total of these amounts for each task.

2.1 Proposal Validity

Proposals shall remain valid and open for acceptance by the Municipality for a period of sixty (60) calendar days following the deadline for receipt of proposals.

2.2 Follow-On Contracts

The Municipality reserves the right to award subsequent phases of the project to the successful proponent, and fees for any follow-on contracts shall be based on the same

unit or per diem rates proposed under this RFP, unless negotiated and approved otherwise.

The Municipality also reserves the right to request competitive proposals for subsequent phases of the project if deemed to be in the best interests of the Municipality of North Grenville.

3.0 Terms of Reference

3.1 Background

The Municipality is a recipient of federal funding from the Canadian Mortgage and Housing Corporation (CMHC) under the Housing Accelerator Fund (HAF) program. As a recipient of funding, the Municipality is required to complete housing initiatives between 2024 and 2027.

Since 2011, the Municipality has experienced significant growth pressures, much of which has been focused in the Kemptville Urban Service Area. It is anticipated that North Grenville will continue to grow at a faster rate than the previous two census periods. North Grenville's recently completed Population, Housing and Employment Forecast (2023) noted that municipal growth rates are likely to remain strong, with a forecasted population of 20,845 by 2026 and 30,602 by 2046.

The Municipality is responsible for providing several services to residents and developers which include, but are not limited to:

- Development Services, including the processing of Planning Act Applications and Building Permits
- Licenses and Permits
- By-law Enforcement
- Fire and Emergency Services
- Recreation, Parks and Facilities
- Public Works processes (roads/entrances/water/sewer permits)

The Municipality has identified a need to improve service delivery within the Planning and Development Department as it coordinates the majority of development applications for North Grenville. Consolidating the approvals process into one software will assist in creating efficiencies amongst the various internal departments that are part of the development review process.

3.2 Objectives

Implement a comprehensive software solution to streamline and automate processes within the Planning, Building, Public Works and By-Law Enforcement departments of the Municipality. The solution should also facilitate seamless communication and data sharing between these and other municipal departments to enhance efficiency in development approval processes.

Key objectives of the software would:

- Improve approval time for development-related projects and permit applications.
- Increase accuracy and consistency of application processing to ensure quality and customer service.

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- Improve staff productivity by reducing time lost in researching status and project history and improving accessibility to information.
 - Enhance customer satisfaction by streamlining the application process and provide access to services online.
 - Improve communication and information flow between departments.
 - Reduce legal exposures by keeping accurate logs of project and permit history.
 - Provide ability for residents of the public to access a public-facing dashboard to obtain select information regarding certain development applications (zoning amendments, minor variances, etc.) and make applications remotely.
 - Workflow / case management for POA/AMPS to assist with Building Permit and By-law processes.
 - Allow for records management.

The Municipality requires that this service be “up and running” before the end of 2024.

3.3 Scope of Work

The successful proponent will more specifically show how their software can achieve the following for each department or user group:

1. Generally:

- Be based on a central parcel database that acts as the centerpiece for all modules and is integrated through GIS.
- Allow users to link to GIS data (ESRI Enterprise) and provide mapping capabilities within the application.
- Integrate planning, building and public works records accessible on a project and property basis.
- Reduce errors and remove complexities from fee collection by providing a structured framework for fee assessment, collection and tracking.
- Develop a workflow to manage development applications, assignment and internal staff communication.

2. Planning Department:

- Software must support the creation, submission, and review of development applications.
- Integration with geographic information systems (GIS) for zoning and planning.
- Tools for public engagement and comment integration.
- Automated compliance checks with local zoning laws and by-laws.

- Automate the creation of planning and building notices/letters and reports.

3. Building Department:

- Mobile solutions for building inspectors to review, update, and manage inspections from the field.
- Real-time access to building plans, permits, and documentation.
- Notifications and alerts for permit expirations and renewals.
- Capabilities to issue, modify, and revoke building permits digitally.

4. By-Law Enforcement:

- Mobile enforcement capabilities allowing officers to access and update by-law violation cases in real-time.
- Integration with municipal court systems for handling by-law infractions.
- GIS integration for tracking by-law violations geographically.
- Reporting tools to analyze trends in by-law enforcement and compliance.

5. Public Works Department:

- Mobile solutions for field staff to review, update, and manage inspections from the field.
- Real-time access to construction drawings, plan and profile, grading plans, etc.
- Notifications and alerts for permit expirations and renewals.
- Capabilities to issue, modify, and revoke entrance and water and sewer permits.

6. Cross-Departmental Communication:

- A central dashboard to view real-time updates on planning, building, and by-law enforcement activities.
- Tools for scheduling and tracking inter-departmental meetings and decisions.
- Integrated communication tools such as instant messaging, email, and alerts.
- Document sharing and version control capabilities to ensure all departments access the most current information.

7. Technology and Mobile Solutions:

- The software must be accessible via desktop and mobile platforms including tablets and smartphones.
- Secure cloud-based storage for accessing and storing sensitive municipal data.
- Compliance with data protection regulations to ensure the security and privacy of municipal information.

- Scalability to add new functionalities as the needs of the municipality evolve.

8. Evaluation and Adaptation:

- Metrics and benchmarks to evaluate the software's impact on improving operational efficiency and inter-departmental collaboration.
- Regular review meetings post-implementation to discuss any necessary adjustments or improvements.

9. Client / Members of the Public:

- Enable residents to perform common business tasks via the internet.
- Rectify the lack of easily available or consolidated property information to inform business, public and developers undertaking sales research and planning applications.
- Provide the capacity to be able to facilitate on-line submission of applications and permitting (online portal preferred).

10. Additional helpful functionality:

- Case Management Processes under AMPS/POA built into the software.
- Specific app compatibility for in-field data transfer, including capability to take photos on-site and have synchronous upload.
- Auto-license plate recognition and ticket generation via mobile app.
- Mobile printing capability (tickets/orders/etc.)
- The ability to manage additional approval processes, such as civic numbering, entrance permits, etc., would be an asset.

11. Implementation and Training:

- Vendor to provide comprehensive training to all municipal staff on how to use the new system.
- Ongoing technical support and maintenance post-implementation (ability to provide 24/7 support an asset).
- Phased implementation plan to ensure minimal disruption to daily operations.

3.4 Public Consultation

No public consultation is required.

3.5 Project Reporting

The Consultant shall report to the Director of Planning.

3.6 Background Documents Provided

The following documents will be made available electronically following the award of the contract:

1. 2023 Long Term Population, Housing, and Employment Forecast (KPMG);
2. Permit history data for the last five years;
3. 2018 North Grenville Official Plan;

3.7 Summary of Key Dates for Proposal

Distribution of RFP	May 24 th , 2024
Submission of proposal	June 25 th , 2024
Consultant Clarification Question Submission	June 7 th , 2024
NG Clarification Answer Distribution	June 20 th , 2024
Consultant interview (if necessary)	July 2 nd , 2024
Anticipated award of assignment (at the latest)	July 5 th , 2024

4.0 EVALUATION CRITERIA

The successful firm will possess the requisite technical skills to deal with the complex matters to be addressed in the scope of work and will be required to work directly with Municipal staff, the project manager and stakeholders in a professional manner.

To achieve this, the Municipality is interested in a firm, which in addition to sound technical qualifications, exhibits such skills as timeliness, strong communication ability (both written and verbal) and an understanding of the municipal culture.

4.1 Basis of Selection

The Municipality intends to recommend the appointment of the Consultant on the basis of best overall value, based upon a review of the technical and fee proposal, and the consultant interview (if necessary). The Consultant appointment is subject to approval by the Municipality in accordance with the provisions of the Procurement By-Law.

4.2 Selection Criteria

A total of 100 points will be allocated to each proposal, as follows:

Category	Available Points
Technical:	
Qualifications and Experience of Company	30
Qualifications and Relevant Experience of Project Team	20
Understanding of Objectives	20
Quality of Approach and Methodology	10
Proposed Work Plan and Schedule	10
Sub-total	90
Financial:	
Fees and disbursements (including sub-consultants)	10
Total	100

Financial points will only be awarded to submissions that have achieved a minimum score of 70 out of 90 points on the technical evaluation criteria. Proposals that do not meet this minimum score will be deemed non-compliant and will be given no further consideration.

Technical proposals scoring 70 points or higher will be evaluated financially, on the following basis:

The lowest cost submitted will be awarded 10 points, and the other cost proposals will be awarded points based upon the percentage difference between the Proponent's proposal cost and the lowest proposal cost, e.g.

$$\text{Points} = 10 \times \{1 - [(\text{Proposal cost} - \text{Lowest}) / \text{Lowest}]\}$$

4.3 Qualifications and Experience of Company

Provide a company profile and recent relevant experience. Provide three (3) similar projects completed by your firm including as a minimum, one (1) project completed in the last five (5) years. Provide client references for each project.

4.4 Qualifications and Recent Relevant Experience of Project Team

Provide the qualifications, recent relevant experience and responsibility of each member of the project team (Project Manager, key team members, sub-consultants and other staff), clearly stating the employment history of the Project Manager and key team members, years with current firm and work location. Resumes should be included in an appendix.

4.5 Understanding of Objectives

Describe your understanding of the assignment, including overall scope and objectives, noting any particular issues that may require specific attention.

4.6 Quality Approach and Methodology

Describe the approach and methodology to be followed in completing all aspects of the assignment to achieve the stated project objectives.

4.7 Proposed Work Plan and Schedule

Provide a work plan and schedule in the form of a Gantt chart to illustrate the breakdown of the major tasks and the level of effort of the individual team members in sufficient detail to allow a complete understanding as to how and by whom the work is to be carried out.

The Consultant shall allow a minimum of one (1) week (at the 99 percent complete stage) and 2 weeks for the review and acceptance of final Plan.

The Consultant shall outline the measures that it has in place to ensure the project delivery and cost control meets the needs of the Municipality.

4.8 Fees

The Consultant is to provide a total upset limit price, including all fees, sub-consultants and disbursements, but exclusive of HST, to complete this assignment in accordance with the services detailed herein in the Consultant's proposal.

The breakdown of fees shall be presented in a table format identifying the level of effort that each team member has allocated to each of the tasks in the proposed work plan, as well as disbursements for each task, if applicable.

All reasonable and proper expenses incurred by the Consultant shall be reimbursed without any allowance thereon for overhead and/or profit. The following costs shall not be reimbursed:

- Communication expenses including facsimile, local phone and cellular charges;
- Standard PC or computer aided design and drafting equipment (excludes specialized equipment or software as identified in Consultant's proposal); and
- Travel and living expenses unless identified in the proposal or approved in advance.

4.9 Consultant Interviews

Up to three (3) of the highest rated proposals **may** be invited by the Municipality to attend an interview to present and discuss their proposal. Interview details and

evaluation criteria will be provided at the time of notification of request to attend an interview.

5.0 Special Terms and Conditions

Submission of a proposal constitutes acknowledgement the proponent has read and agrees to be bound by all the terms and conditions of the Request for Proposal.

The Municipality will not make any payments for the preparation of the response to the Request for Proposal. All costs incurred by a proponent will be borne by the proponent.

This is not an offer. The Municipality does not bind itself to accept the lowest price proposal or any proposal submitted.

The Municipality has the right to cancel the Request for Proposal at any time and to reissue it for any reason whatsoever, without incurring any liability and no proponent will have any claim against the Municipality as a result of the cancellation or re-issuing of the Request for Proposal.

The Consultant acknowledges that the Municipality shall have the right to reject any, or all, Proposals for any reason, or to accept any Proposal which the Municipality in its sole unfettered discretion deems most advantageous to itself. The lowest, or any, Proposal will not necessarily be accepted and the Municipality shall have the *unfettered* right to:

- (i) Accept a non-compliant Proposal;
- (ii) Accept a Proposal which is not the lowest Proposal; and
- (iii) Reject a Proposal that is the lowest Proposal even if it is the only Proposal received.

The Municipality reserves the right to consider, during the evaluation of Proposals:

- (i) information provided in the Proposal document itself;
- (ii) information provided in response to enquiries of industry references set out in the Proposal;
- (iii) information received in response to enquiries made by the Municipality of third parties apart from those disclosed in the Proposal in relation to the reputation, reliability, experience and capabilities of the Consultant;
- (iv) the manner in which the Consultant provides services to others;
- (v) the experience and qualification of the Consultant's senior management, and project management;
- (vi) the compliance of the Consultant with the Municipality's requirements and specifications; and
- (vii) innovative approaches proposed by the Consultant in the Proposal.

The Consultant acknowledges that the Municipality may rely upon the criteria which the Municipality deems relevant, even though such criteria may not have been disclosed to the Consultant. By submitting a Proposal, the Consultant acknowledges the Municipality's rights under this Section and absolutely waives any right, or cause of action against the Municipality, by reason of the Municipality's failure to accept the Proposal submitted by the Consultant, whether such right or cause of action arises in contract, negligence, or otherwise.

If a contract is to be awarded as a result of the Request for Proposal, it will be awarded to the proponent whose proposal, in the Municipality's opinion, provided the best potential value to the Municipality and is capable in all respects to fully perform the contract requirements and the integrity to assure performance of the contract obligations based on the objective assessment outlined above.

If the Municipality decides to award a contract based on a submission received in response to this Request for Proposal, the successful proponent will be notified of the intent to award in writing, and the subsequent execution of a written agreement shall constitute the making of a contract. Proponents will not acquire any legal or equitable rights or privileges whatsoever until the contract is signed by both parties.

In the event of any inconsistency between the RFP and the contract, the contract shall govern.

The Municipality reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria. Unsuccessful proponents will be provided with a verbal debriefing on the evaluation of their submission after the selection process has been completed, if so requested.

Proponents may not amend or withdraw their proposals after the closing date and time.

Proposals will be evaluated as soon as practicable after the closing time.

The proposals and accompanying documentation submitted by the proponent are the property of the Municipality and will not be returned.

Proponents are advised that all communications with the Municipality related to this RFP during the bidding process must be directly and only with the individual nominated in section 2.5.