

REQUEST FOR PROPOSALS

Building and Plan Review Permit Software

Issued by: Town of Kennebunkport

Release Date: December 9, 2024

IMPORTANT INFO

ALL RESPONSES ARE DUE ON OR BEFORE:

DATE: **January 31, 2025**

TIME: **12:00PM**

SUBMIT THE FOLLOWING:

(7) Printed hardcopies **and (1)** electronic copy

TO ADDRESS:

[Galen Weibley](#)

[Town of Kennebunkport](#)

[6 Elm Street](#) or gweibley@kennebunkportme.gov

[Kennebunkport, ME 04042](#) [207-967-1604](tel:207-967-1604)

QUESTIONS & ADDENDUMS:

All potential bidders interested in receiving clarifications / addendums to this request shall notify the following contact person no later than 14 days before the proposal due date of their interest in receiving updates. All questions regarding this solicitation should also be directed by the same date to:

[Galen Weibley, Director of Planning & Development](#)

gweibley@kennebunkportme.gov

Responses to all questions will be provided at least **[7 days]** from the solicitation due date via email to all teams who have notified us of their interest in receiving updates and clarifications.

INTRODUCTION / BACKGROUND

The Town of Kennebunkport is soliciting proposals from qualified vendors for a comprehensive Code Building Permit and Plan Review Software solution. The goal of this project is to modernize and streamline the building permit and plan review process, enhance efficiency, and improve customer service for both applicants and staff.

The successful vendor will provide a software solution that supports permitting, plan reviews, inspection scheduling, code enforcement, fee management, and reporting, among other features, to ensure compliance with local building codes and regulations.

The Town is seeking to implement a user-friendly, integrated software platform to replace its current system, which is heavily paper reliant. Some modernizations have taken place to include the ability to schedule inspections online however the Town desires for a more streamlined and user-friendly experience. The software should support:

- **Building Permit Application** – A centralized portal for online submission of permit applications. (Building, Plumbing, Land Use/Tree Removal, 30% expansion, Demo, Generator, Flood Hazard, Sign/Business Opening, & Tent Permit)
- **Plan Review & Tracking** – A collaborative, digital process for reviewing building plans, site plan applications, and subdivision applications including supporting documentation for plans mentioned above with tracking features through the plan review process of new submissions and additional documentation.
- **Inspection Scheduling & Tracking** – Tools for scheduling and tracking inspections. Scheduling of inspections in a phased approach according to stage of project.
- **Code Enforcement** – Monitoring and ensuring compliance with applicable building codes, conditions placed by Planning Board as part of subdivision and site plan review.
- **Fee Management** – Automated fee calculation and invoicing. Ease of use for online payments and tracking payments made over the counter.
- **Reporting & Analytics** – Dashboards, data analytics, and reporting features/tools for performance tracking to help administration in decision making process for the future.

The solution must be scalable, customizable, and integrated with other local government systems (e.g., GIS, payment processing (Stripe/Trio)).

SCOPE OF WORK

The specific steps, activities and deliverables expected for this work are described below. The consultant is encouraged to suggest modifications or additions to this scope of work where, in their professional opinion, it would improve the implementation outcome. The consultant's proposal is not expected to reiterate all of the specifics of this scope, however it shall note or highlight any areas where the proposed scope or approach differs from this solicitation.

Town of Kennebunkport RFP for Building & Plan Review Software

Task 1: Collect current workflows & Conduct listening session for software design

Task 1 Deliverables:

- Meet with Steering Committee at least four times to understand current processes and understand current challenges with workflows
- Provide post-meeting summary notes of meeting for outstanding tasks or items to be completed by vendor or committee

Task 2: Software Design & Customization

Task 2 Deliverables:

- Customization of the software to meet the specific needs of the Town based on the workflow and listening session
- Make revisions as needed with Steering committee based on demonstrations throughout the design process

Task 3: Software implementation and data migration

Task 3 Deliverables:

- Communicate reports as needed by design quality control testing for how the customization is progressing through implementation
- Migrate existing data provided by Town staff into new permit and plan review software

Task 4: System Integration

Task 4 Deliverables:

- Successfully integrate software product with existing local government software solutions (CAI GIS, Trio, Stripe, etc.)

Task 5: User Training

Task 5 Deliverables:

- Set up at least two training sessions with staff to assist with onboarding of new system.
- Address any concerns or bugs outstanding by staff with the run-through of the program

Task 6: Ongoing Support and Maintenance

Task 6 Deliverables:

- Offer post-implementation support, including troubleshooting and system maintenance as needed for successful user experience with the software.

SUPPLEMENTAL INFORMATION

Access to existing forms and documentation can be found here to reference in your proposal.

Building Permit forms:

https://www.kennebunkportme.gov/departments/planning_and_development/forms_and_permits.php

Planning Board Site & Subdivision Forms:

https://www.kennebunkportme.gov/government/boards_and_committees/planning_board/index.php

Link to Town's GIS: <https://next.axisgis.com/KennebunkportME/>

Link to Town's Ordinances: <https://ecode360.com/KE3910>

PROJECT SCHEDULE

Anticipated Interviews: Mid-February 2025

Contract Award: On or after June 2025 (Pending Municipal Budget Approval)

Project Start: On or after July 1, 2025

Project Completion: No later than December 31, 2025

SUBMISSION REQUIREMENTS

Your submission to this solicitation must include all of the following information. We appreciate it if you can attempt to keep the number of pages within the suggested page limits where possible. (Page limits shown are for single-sided 8-1/2x11 letter-sized pages unless otherwise noted.) Any electronic submissions requested as email attachment shall be no larger than 10mb in size.

1. **Executive Summary:** A high-level overview of the vendor's approach to meeting the requirements outlined in this RFP.
2. **Company Profile:** A description of the vendor's background, qualifications, and experience.
3. **Solution Overview:** A detailed description of the proposed software, including functionality, technical specifications, and customization options.
4. **Project Plan:** A timeline for implementation, including milestones for software development, data migration, system testing, training, and go-live.
5. **Pricing Structure:** A detailed breakdown of costs, including licensing, implementation, training, maintenance, and support fees.
6. **References:** At least three (3) references from municipal clients who have implemented similar software solutions with contact information.
7. **Support & Maintenance Plan:** Details of post-implementation support, including service level agreements (SLAs) and ongoing maintenance.

Minimum System Requirements

The proposed software must meet or exceed the following minimum technical and functional requirements:

Functional Requirements:

1. Permit application submission and tracking.
2. Digital plan review, approval, and feedback.
3. Workflow management for permit processing and plan review.
4. Automated notifications and alerts for applicants and staff.
5. Integration with payment systems for fee processing.
6. Scheduling, tracking, and reporting of inspections.
7. Tracking plan submissions through the review process with notes and alerts for document changes/uploads.
8. Compliance management with local codes, Planning Board conditions and regulations.
9. Public access for permit status and application information.
10. Secure, role-based access control.
11. Robust customer support available to assist when functional and technical issues arise

Technical Requirements:

1. Cloud-based or on-premise deployment options.
2. Integration with external systems (e.g., GIS, financial software, document management).
3. Mobile-responsive for field inspectors and users.
4. User-friendly interfaces for both internal staff and external applicants.
5. High availability and disaster recovery capabilities.
6. Strong security features, including data encryption, secure login, and audit trails.
7. Ability to link historical data of past permits and conditions to property address for ease of enforcement/compliance by town staff.
8. GIS Integration for setback and environmental hazards alerts for applicants and staff review

SUBMISSION EVALUATION AND SELECTION

Submissions which are late or which do not meet the requirements of this RFP shall not be considered. Properly submitted proposals will be reviewed by the Kennebunkport Steering Committee consisting of Code Enforcement & Planning Staff for the Town and will be evaluated based on the following factors:

1. **Functional Fit:** How well the proposed solution meets the Town's requirements.
2. **Cost:** Total cost of ownership, including licensing, implementation, and support.
3. **Vendor Experience:** Vendor's experience with similar projects and successful implementations.
4. **Implementation Plan:** Clarity and feasibility of the proposed project timeline.
5. **Technical Support:** Vendor's ability to provide timely and effective ongoing support.
6. **References and Reputation:** Feedback from previous clients regarding customer support and ease of useability.

During the selection process, Town of Kennebunkport may elect to interview one or more vendors before a final selection is made. The specific deliverables, schedule, budget and scope of work may be modified through negotiation of the final contract with the selected vendor.

Copies of all proposals submitted become the property of the Town of Kennebunkport upon submission, and may be made public. Any materials the responding party considers to include proprietary information, trade secrets, or that the responding party otherwise seeks to be exempt from public release must be identified clearly and specifically at the time of submission.

The expense of preparing and submitting proposals, or participating in interviews, is the sole expense of the vendor. The municipality reserves the right to reject any or all proposals received. This solicitation in no way obligates the municipality to award a contract.