**Public Works Software**

**408 Washington Ave**

**Toppenish, WA 98948**

P: 509-865-4500

**REQUEST FOR PROPOSAL**

**PUBLIC WORKS SOFTWARE**

The city is located within the Yakima Indian Reservation with a population of approximately 10,000. Our 27.3 miles of collector sanitary sewer lines, 3.3 miles of inceptor sewers, 37 miles of water and 60 miles of roads is maintained by our dedicated Public Works Department consisting of 16 employees.

The City of Toppenish is seeking a vendor for Public Works Maintenance and Service Request Software. The software will prioritize and streamline managing and maintaining public infrastructure, including roads, utilities, parks and facilities.

**Proposals may be submitted by E-mail in Microsoft Word or PDF format. E-mail submittals shall be e-mailed to: beth.simmons@cityoftoppenish.us.** If submitting hard copy proposals, they shall be received at the City of Toppenish, Public Works, 408 Washington Avenue, Toppenish, WA 98948.

**Proposals will be received before 2:00 PM, Friday, June 23, 2023, and referenced as Public Works Software.**

City of Toppenish encourages all disadvantaged business enterprises to submit proposals in response to all requests for proposals. The City assures that no Person shall on the grounds of race, color, national origin, sex, age, disability, income, or Limited English Proficiency (LEP) as provided by Title VI of the Civil Right Act of 1964, Title II of the American with Disabilities Act of 1990, and related Nondiscrimination authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under a City of Toppenish sponsored program or activity. City of Toppenish assures every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

Questions concerning the scope of the project, bid submittal or process should be directed to: Beth Simmons, [beth.simmons@cityoftoppenish.us](mailto:beth.simmons@cityoftoppenish.us), 509-208-1972.

A copy of the Proposal may be obtained at: **cityoftoppenish.us**

City of Toppenish is subject to public information laws, which permit access to most records and documents. Proprietary information in your response must be clearly identified and will be protected to the extent legally permissible. Proposals may not be marked ‘Proprietary’ in their entirety. Information considered proprietary is limited to material treated as confidential in the normal conduct of business, trade secrets, discount information, and individual product or service pricing. Summary price information may not be designated as proprietary as such information may be carried forward into other public documents. All provisions of any contract resulting from this request for proposal will be public information.

Sales Prohibited/Conflict of Interest: No officer, employee, or member of City Council, shall have a financial interest in the sale to the City of any real or personal property, equipment, material, supplies or services where such officer or employee exercises directly or indirectly any decision-making authority concerning such sale or any supervisory authority over the services to be rendered. This rule also applies to subcontracts with the City. Soliciting or accepting any gift, gratuity favor, entertainment, kickback, or any items of monetary value from any person who has or is seeking to do business with the City of Toppenish is prohibited.

Collusive or sham proposals: Any proposal deemed to be collusive, or a sham proposal will be rejected and reported to authorities as such. Your authorized signature of this proposal assures that such proposal is genuine and is not a collusive or sham proposal. The City of Toppenish reserves the right to reject any and all proposals and to waive any irregularities or informalities.

Cooperative Purchase: City of Toppenish has entered into intergovernmental (Interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party's accepted bid price. By submitting this offer to City of Toppenish, the Contractor agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. The City of Toppenish will in no way whatsoever incur any liability in relation to specifications, delivery, payment, or any other aspect of these purchases.

**REQUEST FOR PROPOSAL**

**Public Works Software**

**I. GENERAL DESCRIPTION**

The city is located within the Yakima Indian Reservation with a population of approximately 10,000. Our 27.3 miles of collector sanitary sewer lines, 3.3 miles of inceptor sewers, 37 miles of water and 60 miles of roads is maintained by our dedicated Public Works Department consisting of 16 employees.

City of Toppenish is seeking proposals from qualified vendors for Public Works Software. The ideal candidate will be a comprehensive software solution that will streamline our operations, enhance productivity and improve service delivery to our community. Once implemented the software consultant will continue ongoing customer service, i.e., troubleshooting support, building reports, general inquiries.

**Current Environment**

The City of Toppenish currently manages service requests and work orders through email templates. Essential data is tracked through the use of Excel such as additional garbage costs, cans and other information. Payments received are tracked separately in the City’s financial software.

**III. SCOPE OF WORK**

City of Toppenish needs Public Works Software providing the city a more uniform process for service requests and work orders. The city is looking to quickly grow into asset, inventory and materials management and more. The following list is intended to define the scope of services that are likely to be requested during the length of the contract. There could be other Public Works Software/Applications services required. The software should offer robust features and functionality to support the following key areas. Please ensure that the following items are observed and true.

* No tasks/processes are outsourced, everything must be completed in-house.
* Must be made in America.
* No 3rd party solution can be involved, everything must be completed in-house.

**Requested Services/Deliverables:** [Double check that all matches your requests]

1. We are currently seeking software/application which is capable of integrating with existing internal systems (finance and accounting, if possible) and GIS mapping. Integration with internal systems will ensure that no double entry of data occurs.
2. Relational database with graphical user interface.
3. Simultaneous access, multi-user environment with user/group-based permissions.
4. Strong-password support with forced password rotation, requiring unique passwords.
5. Ability to export information using the asci/delimited or csv format.
6. The ability to attach digital photos to a record.
7. Online Help with context sensitive capabilities.
8. Maintenance plans must be included in your proposal. Should be on an annual basis.
9. The software shall support all Windows-based printers, local or networked.
10. User and management reference guides shall be provided at the time the software is delivered.
11. Upon delivery a copy of license agreement must be provided for submittal to the City’s software licensing team.
12. Asset Management: Ability to efficiently track and manage our infrastructure assets, including maintenance schedules, condition assessments, and work history.
13. Work Order Management: Effective management of work orders, from creation and assignment to tracking progress and completion. This includes automated notifications, resource allocation, and if possible, integration with our existing systems.
14. Inventory and Materials Management: Inventory tracking for materials, equipment, and supplies used in public works projects, including real-time monitoring, reordering, and reporting.
15. Project Management: Tools to plan, execute, and monitor projects, including scheduling, budgeting, resource allocation, and documentation.
16. GIS Integration: Seamless integration with our Geographic Information System (GIS) for spatial data visualization, mapping, and analysis.
17. Reporting and Analytics: Reporting capabilities to generate customized reports, dashboards, and analytics on key performance indicators, resource utilization, budgeting, and more.
18. Mobile Accessibility: Support for mobile devices, enabling field workers to access and update information on-site, capture data, and synchronize with the central system.
19. Security and Data Privacy: Strong security measures to protect sensitive data, ensuring compliance with relevant regulations and standards.

**Users**

* Total – 5-7 Admin Users, 20 General Users

**IV. PROPOSAL SUBMITTAL REQUIREMENTS:**

City of Toppenish shall not reimburse any firm for costs incurred in the preparation and presentation of their proposal. In order to simplify the review process and maximize the degree of comparative analysis, the RFP Response should be organized in the following manner:

Methods and Approach: Describe your expected or recommended approach, including a clear and detailed description of your proposed implementation strategy. A comprehensive plan outlining the steps, timeline, and resources required for successful implementation, including data migration, training, and ongoing support.

Deliverables: Given the list above under **Requested Services/Deliverables,** provide us a detailed description of your proposed software solution, including features, modules, and key functionalities that address our requirements. Please provide specific examples and case studies where applicable.

Qualifications and Experience: Provide relevant information regarding previous experience related to this or similar Projects, to include the following (***Please limit this to a maximum of two pages***):

* A brief introduction to your organization, highlighting your experience in developing and implementing public works software solutions including time in business
* Two similar projects that demonstrate experience in an organization similar in size in a contract of a year or more in the last 2 years. Name, address, and phone number of agency contact overseeing the planning effort.
* References: Contact information for at least three references who can speak to the quality and reliability of your software and services.
* Details on the support services you provide, including response times, escalation procedures, and any ongoing maintenance or upgrade options available.

4. List of Project Personnel: This list should include the identification of the contact person with primary responsibility for this contract, the personnel proposed for this contract, and any supervisory personnel, including partners and/or sub consultants, and their individual areas of responsibility. A resume for each professional and technical person assigned to the contract, including partners and/or sub consultants, shall be submitted. The résumés shall include at least three references from previous assignments. Implementation Team: Information about the key personnel who will be involved in the implementation, including their qualifications and experience.

5. Organization Chart/Proposed Project Team: An organization chart containing the names of all key personnel and sub consultants with titles and their specific task assignment for this contract shall be provided in this section. **NOTE: Any Personnel Changes within the awarded Contract will need to be approved by the City of Toppenish.**

6. Estimated Hours by Task: Provide estimated hours for each proposed or optional task, including the time required for meetings, conference calls, etc. Schedule of Rates and Cost by Task: A clear and transparent pricing structure, including any licensing fees, implementation costs, training, and ongoing maintenance or support fees. Please indicate any additional costs that may apply. Provide a schedule of billing rates by category of employee to be used during the term of the contract, and an anticipated cost of each task identified in the section **Requested Services/Deliverables.**

7. Demonstration Process: Selected contractors should be prepared to provide an online demonstration of their product (if requested by the city staff), the demonstration process will be scheduled in 2-hour blocks. All required reporting requirements will be reviewed along with day-to-day functionality. A description of the training programs available for end-users and administrators, including training materials, formats (e.g., on-site, remote), and duration.

8. Timeline: A proposed timeline for the implementation process, from initial discussions to final deployment.

**Vendor Statement:**

I have read and understand the specifications and requirements for this bid and I agree to comply with such specifications and requirements. I further agree that the method of award is acceptable to my company.

**NOTE: VENDOR STATEMENT IS TO BE SIGNED & RETURNED WITH YOUR PROPOSAL.**

**FIRM NAME:**

ADDRESS

EMAIL ADDRESS

UBI #

PHONE

BIDDER’S NAME

SIGNATURE

PRIMARY SERVICE ISSUES CONTACT

TELEPHONE FAX\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CELL \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ EMERGENCY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Award and Contract Process**

The City reserves the right to award directly as a result of the written submittals.

The City may or may not opt to conduct oral interviews/online demos from the submittals.

The selected Contractor shall be expected to sign the City’s standard Services Agreement prior to commencing services.

The selected Contractor will be required to have a valid state business license in conjunction with a City of Toppenish endorsement.

The City reserves the right to negotiate with any vendor that meets the needs of the City.

The City reserves the right to reject any or all submittals, and to waive any irregularities it may deem necessary.