



REQUEST FOR PROPOSALS (RFP) for replacing permitting software, associated public portal as well as an online customer development guide

1.1 SUMMARY

The City of Lakewood, WA serves a population of 63,000 people with an average permit volume close to 2,000 permits annually. The City seeks to replace its current PALS+ permitting system and online public portal with a cloud-based permit system. This system upgrade will also include the development of an online customer portal guide for general customer inquiries and questions related to development requirements, processes and fees. We also seek software to assist in the tracking and monitoring of short-term vacation rentals within the City for regulatory and business license compliance.

The City seeks responses to this RFP from qualified, interested and eligible firm or firms with proven expertise. **Respondents may choose to respond to all or a portion of this RFP.**

The scopes of work, budget and schedule are further described below.

City staff will assist in the project management of the project, to be further refined once a firm or firms has been selected to perform the work.

1.2 BACKGROUND

In 2024, the Washington State Department of Commerce released a funding opportunity to support state law changes for Local Project Review through 2SSB 5290. This grant program assists local governments in updating their permitting system through the [Paper to Digital Permitting Grant Program](#). All work must be completed by June 2025. The City is seeking a permitting software and additional attributes to include, but not limited to:

- **100% Digital System.** Move from our hybrid paper/digital system to an all-digital permitting platform for application intake, review, inspection, code compliance and business licenses. We seek a cloud-based system that does not require additional City network server needs, and network security ensured. The scope of work should assume data migration from a discontinued permitting software EDEN and our current PALS+ permitting system.
- **Workflow.** The ability to customize workflows to City standards, processes and resource levels. It is desired to have the capability to adjust workflows after implementation and overtime to institute lean process improvements, efficiencies and changes to requirements with no or little additional costs to the City.
- **Timelines.** Accurately track and report various timelines throughout the permitting process such as application submittal, payment of related fees, review cycles, permit approval and decision, permit issuance and inspections. This includes monitoring and reporting time clocks based on calendar days related to application completeness, review cycles, requests for information, time to decision, as well as notice of decision.

- **Consolidated review.** Integrate a consolidated review approach for all required review disciplines¹ as part of the permitting system.
- **Electronic review/inspection.** Improve review collaboration across technical disciplines by sharing submittal documents, customer communications, notices, etc. Additionally, this upgrade will need to allow the capability of virtual inspections in the future.
- **Expedited review.** Ability to institute an expedited review, workflow and tracking process in the permitting system.
- **3rd Party.** Ability to assign, track, monitor and report 3rd party review and inspection assignments to accurately reflect who is the reviewer/inspector and timeliness.
- **Reporting.** Track and monitor workload capacity, deficiencies and specifically 2SSB 5290 reporting requirements. System should easily pull reports without additional staff resourcing to calculate actual calendar days per application type. The ability to easily view reports in a visual dashboard and customize reports as needed without additional costs to the City is strongly desired. This includes the ability to track application review in review “cycles” or when a submittal is received, the time between the review and a consolidated request for information. Reporting should also address financial reporting need and ability to connect and export financial data to our EDEN financial and timekeeping software.
- **Virtual services.** System should be fully online, including applications and user-friendly and accessible online permit portal that is available 24 hours a day/7 days a week. Strong desire for language translation option, if available.
- **Support/Training.** Access to support and training services beyond initial implementation period for all aspects of the system whether for administration, financial, application intake, review, permit issuance, inspection or permit final.
- **Short-term rentals.** Ability to track and monitor short-term rentals within the City for permitting, regulatory and business license compliance.
- **Online Customer Development Guide.** Develop an online customer guide to assist in general customer questions and inquiries regarding development requirements, fees and processes.

Deadline to complete work and system upgrade is no later than June 15, 2025. No exceptions to this deadline as work is intended to be grant funded.

1.3 PROJECT CONTACT INFORMATION

Any questions or inquiries related to the RFP can be directed to:

Angie Silva, Assistant Director
 Planning & Public Works
 City of Lakewood
 6000 Main St SW
 Lakewood, WA 98499
 Office: 253-983-7839
 Email: asilva@cityoflakewood.us

¹ Environmental, zoning/land use, building, development engineering, building, fire, water, etc

1.4 RFP PROCESS

This is a notice of “Request for Proposals” for a firm or firms. The ultimate purpose is to hire a firm or firms to assist the City in updating its permit software and customer informational portal no later than the project deadline.

Respondents’ proposal and qualification submittals will be reviewed by City staff. Based on review, a software demonstration may be scheduled. The City reserves the right to select a firm or firms without a demonstration. The City of Lakewood will approve the final contract agreement.

1.5 TIMELINE

The City will follow the timeline below.

RFP Release Date	September 23, 2024
Question Submission Deadline	October 7, 2024
Deadline for Receiving Proposals	October 11, 2024 by 5:00 PM PST
Initial Evaluation Completion	October 14-16, 2024
Possible Demonstrations Schedule	October 17-25, 2024
Notice of Award/Contract Negotiations	October 28, 2024
Estimated Contract Executed	November-December 2024

1.5 INSTRUCTIONS TO RESPONDENTS

- Follow instructions carefully.
- All questions must be submitted by the deadline and sent via email to asilva@cityoflakewood.us or by phone at 253-983-7839.
- Submit proposals via email by the deadline to asilva@cityoflakewood.us. Proposals shall include:
 - Only electronic submittals will be accepted.
 - Proposals shall not to exceed 20 pages and include:
 - Names of who will be assigned to the project, address and contact information of the firm making the proposal.
 - Description of software and services related to this RFP.
 - Additional services or procedures the City should take into consideration.
 - Complete pricing for services related to the proposal including all one-time implementation fees and subscription fees.
 - Reference list of jurisdictions with similar software services.
 - Ability to meet the project schedule and budget.

- Reference to any pending litigation or judgement rendered in the past three years.

1.6 GENERAL TERMS AND CONDITIONS

- The City reserves the right to reject any and all proposals, and to determine and waive minor irregularities in any proposal.
- The City reserves the right to request clarification of information submitted, and to request additional information from any proposer.
- The City reserves the right to determine the most qualified firm or firms based on the City's evaluation of the proposals and qualifications received and any factors relevant thereto.
- The City reserves the right to award contracts for all or some of the tasks in the scope of the work to one or more firm to complete the tasks in the Scope of Work.
- The City reserves the right to award any contract to the next most qualified consultant, if the successful consultant does not execute a contract within thirty (30) days after the award of the proposal.
- The City shall not be responsible for any cost incurred by the firm in preparing, submitting or presenting its response to the RFP.
- Any proposal received is subject to the Washington State Public Records Act (RCW 42.56).

1.7 SELECTION CRITERIA

- Firms experience and response addressing the ability to perform major objectives of this RFP;
- Experience of individuals who will be assigned to provide the proposed services;
- Successful, recent and relevant experience in data migration and updating permitting software and customer information portals;
- Past record of timely and efficient project management including documentation that the projects were implemented on budget and on schedule;
- Quality of work and successful implementation of related work;
- Other selection criteria shall include: (a) responsiveness of the written proposal and/or demonstration of software capabilities (b) price; (c) a history of successful contracts of this type and (d) an ability to adhere to projected deadlines, budget and demonstrated experience in similar work.

1.8 SCOPE OF WORK AND SCHEDULE

Task	Description	State Date	End date
Task 1.0	Cloud Based Permit Software Upgrade		
Step 1.1	Upgrade includes but not limited to software conversion, exiting merchant connection, map and parcel public portal, permit fee/financial connection, data migration from Eden and PALs+ permitting systems, code compliance integration, business licensing integration, as well as general configuration, public submittal and notice portal configuration. The City is also seeking 1) what level of GIS portal services are available and 2) short-term rental configuration service within the same timeline.	Upon contract execution in Q4 2024	Mar 2025
Step 1.2	Integrate to existing Bluebeam Studio subscription service to ensure collaborative/consolidated review approach.	Jan 2025	Feb 2025
Step 1.3	Train system administrators, permit techs, financial analysts, technical reviewers and inspectors on new system upgrade.	Mar 2025	May 2025
Step 1.4	Build custom workload and reporting needs including required 2SSB 5290 reports.	Jan 2025	May 2025
Deliverable	Public launch of online, cloud based permitting system.	May 2025	June 15, 2025
Task 2.0	Online Customer Development Guide		
Step 2.1	Build informational portal, develop regular customer inquires/questions similar to Kitsap and Pierce County models.	Upon contract execution in Q4 2024	May 2025
Step 2.2	Integrate public GIS portal and parcel configuration.	Feb 2025	May 2025
Deliverable	Public Launch	May 2025	May 2025

1.8 BUDGET

Maximum allowed budget for this project is as follows:

- \$175,000 for Permit Software Upgrade
- \$35,000 for Online Development Guide

A successful firm or firms will be awarded based on ability to deliver the scope of the project within budget and grant schedule, no later than **June 15, 2025**.

1.9 COMPENSATION

- Please present detailed information on the proposer's draft fee schedule for the work specifications and for any variation for non-routine services, inclusive of Washington State sales tax and any other applicable government charges. Please provide specifics as to definitions of routine versus non-routine tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification.
- If awarded a contract, payment for services will only be made after the services have been contracted and have been performed. An itemized billing statement shall be submitted in a form specified by the City and approved by the appropriate representatives, which shall specifically set forth the services performed. Payment will be made in accordance with the payable payment cycles based upon a signed consultant agreement with the City.