

Sussex County, Delaware



Request for Proposals

For

Electronic Plan Submittal and Review System

Date Issued 1/24/2025

Proposal Submission Deadline:

April 4, 2025 - 3:00 p.m. EDT

Mail or Hand Deliver Proposal to Primary Contact:

Jamie Whitehouse, Planning & Zoning Director

Sussex County

2 The Circle

PO Box 589

Georgetown, DE 19947

WARNING: Prospective Proposer who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address so that amendments to the RFP or other communications can be sent to them. A prospective Proposer who fails to notify the Issuing Office with this information assumes complete responsibility in the event that they did not receive communications from the Issuing Office prior to the closing date.

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ADVERTISEMENT

The Sussex County Council seeks a Vendor or multiple Vendors to provide an **Electronic Plan Submittal and Review System** to provide the County with the capability to effectively receive, store, manage, review, comment and share plans and documents associated with the various land use, Building Code, and Engineering processes within the Planning & Zoning Department, GIS Office, and the County's Engineering Department. The anticipated scope of the required work includes, but is not limited to:

1. Build-out and customization of an Electronic Plan Submittal and Review System capable of successfully integrating with the document management systems and database systems used by Sussex County.
2. Integration of a submittal portal with the Sussex County website at www.sussexcountyde.gov
3. The delivery of training to Staff on the use of the Electronic Plan Submittal and Review System.
4. On-going system support.

A detailed technical specification matrix is included in the Request for Proposals document.

Based on the criteria established, an evaluation committee will be selected to read, screen, and rank in writing all proposals. In accordance with 29 Del. C. § 6924, the evaluation committee shall determine that all applicants meet the minimum qualifications to perform the services. The criteria for evaluation includes: Experience, Quality of Work, Capacity to Perform, Methodology for Execution, and Price. The Evaluation Committee shall then interview, at a minimum, the highest-ranked Vendor and may request a presentation, including a live system demonstration, from the Vendor(s). Interviews and presentations may result in a change of rank. At any point in the negotiation process, the evaluation committee and the requesting department may, at its discretion, terminate negotiations with any and all Vendors.

Sealed proposals will be received by the Sussex County Council, c/o Mr. Jamie Whitehouse, Planning & Zoning Director, Sussex County Administrative Office Building, 2 The Circle, P.O. Box 589, Georgetown, DE 19947, until 3:00 p.m., local time, on April 4, 2025. To be considered, proposals must be submitted in writing and respond to the items outlined in this request for proposals ("RFP").

Interested parties must submit six (6) copies of written proposals. Proposals will be publicly opened, read aloud and recording only the name of the respondent(s). All other information shall be confidential. The award shall be made in writing to the responsible respondent whose proposal is determined to be the most advantageous to the County.

The request for proposals may be obtained by visiting Sussex County's website www.sussexcountyde.gov/legal-notices/bids or by contacting Mr. Jamie Whitehouse, Planning & Zoning Director at the Sussex County Administrative Office Building, 2 The Circle, Georgetown, Delaware, telephone: (302) 855-7878, email: jamie.whitehouse@sussexcountyde.gov. The request for proposals may be obtained during regular business hours which are 8:30 a.m. to 4:30 p.m., Monday through Friday. In its sole discretion, Sussex County, Delaware, may extend the time and place for opening of proposals from that described in the advertisement by providing not less than two (2) calendar days' notice, by posting an Addendum on the Sussex County website and by providing notice thereof by certified delivery, facsimile machine, or other electronic means such as email, to those potential respondents who obtained copies of the RFP and provided notice thereof to Mr. Jamie Whitehouse, the email address provided herein.

1. SUMMARY

Sussex County, hereinafter referred to as “County,” is requesting proposals from offeror(s) for an Electronic Plan Submittal and Review System.

The term “offeror” shall refer to providers submitting proposals in response to this Request for Proposals (“RFP”). The terms “Vendor”, “Contractor” or “Provider” are also used to describe the successful offeror(s) in the context of providing services under an agreement resulting from this RFP.

Each proposal received in response to this RFP will be evaluated on the criteria described herein. All proposals must be sealed, clearly marked “PROPOSAL – Electronic Plan Submittal and Review System” and must include all elements described in the **PROPOSAL CONTENT AND FORMAT REQUIREMENTS** section of this RFP.

One original and one (5) copies of the proposal must be delivered to the address below before the date and time listed in the **RFP SCHEDULE** section of this RFP. The County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on the postal service will not excuse late proposals.

Any amendment or addendum to this RFP is valid only if issued by Sussex County.

2. RFP SCHEDULE

Publish RFP	January 24, 2025
Legal Advertisements	January 24, 2025, and February 5, 2025
Deadline for Any Questions	February 28 at 12:00 pm
Proposal Submission Deadline	April 4, 2025, at 3:00 pm
Evaluation and Ranking	Approximately 6 weeks
Council Actions	May/June 2025
Anticipated Contract Commencement	August/September 2025

3. GENERAL CONDITIONS

- 3.1. **Prime Responsibility:** The selected provider will be required to assume full responsibility for all services and activities offered in its proposal(s), whether or not provided directly. Further, the County will consider the selected Vendor(s) to be the sole point of contact with regard to contractual matters.
- 3.2. **Assurance:** Any agreement executed under this RFP must be carried out in full compliance with all laws of the State of Delaware.
- 3.3. **Independent Contractor:** In performance of the work, duties and obligations assumed by the offeror, it is mutually understood that the offeror, and all of the offeror’s officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agent, servant, employee, joint venture, partner or associate of the County.
- 3.4. The County reserves the right to reject any and all proposals, in whole or in part, to negotiate specific terms, conditions, compensation, and provisions on any agreements that may arise from this solicitation; to waive any informalities or irregularities in the proposals; and to accept the proposal(s) that appear(s) to be in the best interest of Sussex County.
- 3.5. Sussex County reserves the right to:
 - Request clarification of any submitted information;
 - Not enter into any agreement;
 - Not select any applicant;

- Amend or cancel this process at any time;
- Interview applicants prior to award and request additional information during the interview;
- Negotiate a multi-year contract or a contract with an option to extend the duration;
- Issue similar RFPs in the future;
- Award agreements to multiple offerors.

3.7 Amendments and Addenda to the RFP

If the County finds it necessary to revise any part of this RFP, an amendment or addendum will be provided to all Vendors known to have received the RFP. Amendments and addenda will also be posted on the County's website in the Request for Proposals section (www.sussexcountyde.gov/legal-notices/bids).

3.8 Incurred Expenses

Neither Sussex County nor any of its offices or employees shall be responsible for any cost incurred by a proposer in preparing and/or submitting a proposal.

3.9 Insurance Requirements

The selected Vendor shall not commence services until original certificates of insurance evidencing all required insurance has been submitted to and approved by the County. The selected Vendor shall be required to maintain, at its own expense, and provide satisfactory evidence of the required insurance, throughout the term of the contract.

All required insurance coverage must be underwritten by insurers allowed to do business in the State of Delaware and acceptable to the County. The insurers must have a Best's Financial Strength Rating of "A -" or better, and a Financial Size Category of "Class VII" or higher, unless the County grants specific written approval for an exception.

Any deductibles or retentions of \$5,000 or greater are subject to the County's written approval. Any deductible or retention amounts elected by the selected Vendor or imposed by the selected Vendor's insurer(s) shall be the sole responsibility of the selected Vendor.

Required Insurance means:

1. Employee theft insurance including client coverage, insuring all employees providing services to the County, with minimum limits of \$2,000,000 each occurrence.
2. Professional liability (or errors or omissions liability) insurance that insures against claims alleging acts, errors and omissions arising out of or in connection with the services provided to the County, with minimum limits of \$2,000,000 per occurrence; and \$2,000,000 annual aggregate.
3. If a Vendor hosted system is proposed and coverage is not specifically included in the professional liability (or errors or omissions liability) insurance, cyber and privacy liability insurance that covers claims arising from breaches in network security and or disclosure of personally identifiable non-public information with minimum limits of \$2,000,000 each wrongful act and policy limit is required. If cyber and privacy liability is included in the professional liability (or errors or omissions liability), certificates of insurance provided must confirm it is included. This insurance shall also insure claims alleging a security breach that compromises the County computer systems resulting in the inability of an authorized user to gain access to the computer system and/or alteration, deletion, damage, removal or theft of data residing on the computer system and/or the transmission of malware from the computer system to third parties.
4. Workers' compensation insurance with statutory benefits as required by any state or Federal law, including standard "other states" coverage and employer's liability insurance with minimum limits

of \$100,000 each accident for bodily injury by accident, \$100,000 each employee for bodily injury by disease; and \$500,000 policy limit for bodily injury by disease.

5. Commercial general liability insurance that insures against bodily injury, property damage, personal and advertising injury claims arising out of or in connection with the services provided to the County. The minimum limits of liability for this insurance are \$1,000,000 combined single limit - each occurrence, \$1,000,000 personal and advertising injury, \$2,000,000 combined single limit - general aggregate per project; and \$2,000,000 combined single limit - products/completed operations aggregate.

The County and its elected or appointed officials, officers, directors, employees, agents and consultants shall be additional insureds on primary and non-contributory basis with respect to liability arising out of or in connection with the services provided to the County.

If any liability insurance purchased by the selected Vendor is issued on a "claims made" basis, the selected Vendor must either:

1. Agree to provide certificates of insurance to the County evidencing the above coverages for a period of two years after termination of services. The certificates shall evidence a retroactive date no later than the date services commence; or
2. Purchase an extended (minimum two years) reporting period endorsement for each such "claims made" policy in force when services are terminated and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance and a copy of the endorsement itself. The certificate and copy of the endorsement shall evidence a retroactive date no later than the date services commence.

The selected Vendor will be responsible for loss of or damage to selected Vendor's property, equipment and materials and shall waive all rights against the County and its elected or appointed officials, officers, directors, employees, agents and consultants for loss of or damage to the selected Vendor's property, equipment and materials. Any property insurance policies shall permit waivers of subrogation by endorsement or otherwise.

Indemnification: To the fullest extent permitted by law, the respondent shall indemnify, hold harmless and defend Sussex County and its elected and appointed officials, officers, employees and agents from and against any and all claims, damages, injuries and expenses (including related attorney's fees and other defense costs) arising out of or resulting from the respondent's actions or inactions which are in any way related to its role as a respondent hereunder and its duties with respect hereto, whether occurring in Sussex County, DE or elsewhere, including, but not limited to, claims, damages, losses, injuries or expenses attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible and intangible property, including the loss of use resulting therefrom, asserted by any person, persons or artificial entity, including, but not limited to respondent's employees, servants, representatives, guests, invitees, contractors, licensees, visitors, etc. regardless of whether or not such claims, damages, injuries and expenses are caused in part by a party indemnified hereunder.

4. BACKGROUND

- 4.1. Sussex County, through its Planning & Zoning Department, Engineering Department, Building Code Office, and GIS Office, currently operates a largely paper-based document intake and review process for its various application processes, with approximately 60,000 documents being collectively received each year. Documents include, construction plans, sewer plans, boundary surveys, as-built plans, grading plans, preliminary and final subdivision plans, site plans, landscaping plans. Many of the plans have individual lifecycles, with revisions and resubmittals often being submitted to Sussex County as part of the plan review process.

- 4.2. At present, for each plan submitted, staff must identify the correct Department to process the plan, scan any paper submittals, manually log receipt of the plan, allocate to a member of staff to review the plan, review the plan, share review comments with the plan submitter, and repeat this process as revisions and additional submittals are sent to the County for plan review.
- 4.3. Since 2017, there has been an increase in the volume of plan submittals, with an expectation that the volume of submitted plans will continue to increase in the future as the population of Sussex County increases.
- 4.4. To improve this process, the County desires to move to an Electronic Plan Submittal and Review System whereby application documents and plans may be electronically received, reviewed, stored and managed in a more efficient manner.

5. DESCRIPTION OF SERVICES REQUIRED

- 5.1. The purpose of this Request for Proposals is to select one or multiple Vendors to provide an **Electronic Plan Submittal and Review System** to provide the County with the capability to effectively receive, store, manage, review, comment and share plans and documents associated with the various land use, Building Code, and Engineering processes within the Planning & Zoning Department, GIS Office, and the County’s Engineering Department. The system shall be capable of being configured by the system administrator to allow for potential sharing and reviewing of plans and documents outside of the departments listed above.
- 5.2. The Electronic Plan Submittal and Review System shall be specifically designed for heavy-duty government use. The Electronic Plan Submittal and Review System shall incorporate the latest technology available at the time of installation and must be easily upgradeable when hardware/software improvements become available. The services required can be summarized as follows:

Build-Out and Customization of Electronic Plan Submittal and Review System

- 5.3. Sussex County requires the Electronic Plan Submittal and Review System to be built around the following technical specifications:

General Functionality

Requirements	Need	Comments
Compatible with all modern web browsers (Edge, Firefox, Chrome, Safari, etc.)	Essential	
Utilizes a mobile-friendly, responsive design that is compatible on iOS and Android Mobile devices	Essential	
Administrator is able to configure role-based permissions and individual user permissions.	Essential	
Users can enter search parameters to locate plan documents by reference number, application name, document type, date received, site address, tax parcel ID, and other entered attributes.	Essential	
System Administrator can configure new document attributes, and document types without Vendor assistance. Administrator can select whether plan information is visible in the customer-facing interface.	Essential	
On-premises, non-cloud-based storage of documents in a manner that is compatible with the County’s systems.	Essential	

Options for potential future cloud-based storage and/or hybrid-based storage if desired in the future.	Desirable	
County retains ownership of the data stored on the platform with the ability to extract it in full at any time.	Essential	
Compatibility with Tyler Munis software product, which the County uses as a database to track application submittals, fee submittals, and application statuses, along with its associated document management system.	Essential	
Compatibility with Hyland Onbase Document Management System used by the County's Planning & Zoning Department, with the ability to export plans and documents received through the portal to the County's document Management System.	Desirable	
Must allow the direct import of common electronic plan document types (such as, but not limited to: TIF, PDF, JPG,	Essential	
Easy to navigate, user-friendly user interface.	Essential	
Add-on for Microsoft Office Integration to enable import of emails directly into system.	Essential	
Files can be uploaded by using a drag-and-drop system	Desirable	
System administrator can easily install software updates as needed.	Essential	
System has the ability to identify duplicate plan documents if there has already been a prior submittal with similar/identical metadata	Desirable	

Customer Facing Interface

5.4. The Customer Facing Interface should address the following requirements:

Requirements	Need	Comments
Interface includes a system that requires the customer to identify the type of plan/document being submitted, and the intended department and or any associated application number to which the plan relates.	Essential	
The interface automatically assigns attributes to the submitted plan based upon the information entered by the customer.	Essential	
Administrator(s) can then review submitted plans/documents to ensure accuracy and assign plans to correct reviewer.	Essential	
Ability to electronically add comments to the plan as part of the review process	Essential	
Ability to select different languages and/or photos within the interface	Desirable	
ADA Compliant Interface	Essential	

Email notification to customer of successful plan submittal, and confirmation that plan has been accepted and passed to a reviewer for review.	Desirable	
Email notification to customer that plan has been reviewed and that comments are available.	Desirable	
System has the ability to identify duplicate plan documents if there has already been a prior submittal with similar/identical metadata, prompting the customer to identify if the plan submittal is a revision and/or new submittal to a previously submitted plan	Desirable	
System has the ability to manage plans where the name of the project and/or subdivision may have changed from the previous submittal	Essential	

Reporting and Management

5.5. The Electronic Plan Submittal and Review System should meet the following requirements:

Requirements	Need	Comments
System generates reports of number of documents , uploaded, reviewed and processed, along with time spent by users performing plan review. Results can be refined by user and/or meta-data.	Essential	
System collects information on when plans/documents are accessed/viewed/modified and downloaded.	Essential	
System can generate reports on total size of all data stored in the system and, depending on whether system is cloud-based, where data is being stored.	Essential	

Integration of the System with Sussex County’s Website

5.6. It is the County’s intention that the submittal portal element of the system will be integrated into the County’s website (<http://www.sussexcountype.gov>). The Vendor shall complete all necessary implementation work in a professional manner that meets the requirements of the County. The Vendor shall ensure that system is correctly configured to meet all County functional requirements. Vendor shall coordinate functional testing to ensure accuracy of configurations.

Training

5.7. The Vendor shall provide resources experienced with developing and executing training plans, including content development and delivery, to assist the County in meeting end-user training needs. Implementation shall occur in phases and knowledge transfer shall be an ongoing process throughout the entire project. The Vendor shall provide knowledge transfer both verbally and through written documentation and procedures.

6. PROPOSAL CONTENT AND FORMAT REQUIREMENTS

Interested offerors shall submit one original plus five (5) copies of their proposal.

Proposals shall be delivered no later than the date and time listed in the RFP SCHEDULE and shall contain at a minimum the following items:

6.1. Cover Sheet (Attachment A)

- 6.1.1. Provide the full legal name of the Vendor(s) who will execute the contract. Provide specific information concerning the agency, including: the agency's legal name, type of entity, and Federal Tax ID #.
- 6.1.2. The cover sheet must be signed by an owner, corporate officer, or agent authorized by the Vendor.

6.2. Additional Documents

- 6.2.1. Provide a detailed description of the Electronic Plan Submittal and Review System that you propose to provide.
- 6.2.2. A brief letter of interest providing a subjective discussion of your firm's capabilities to provide the proposed services in one page or less.
- 6.2.3. Submit a descriptive summary and technical information on similar services that your company has successfully completed within the last five (5) years. Include contact information for references. Keep all information relative to the type of projects described in this packet.
- 6.2.4. Provide a letter detailing the litigation history of your firm. The letter shall list any lawsuits or claims that have been filed or asserted against your firm (or any member of your firm) in the last five (5) years. Please summarize the nature of the claim or suit and specify the outcome.

6.3 Organization Information

6.3.1 Background and Experience

- a. Provide at least three references that substantiate your organization's experience in providing electronic plan submittal and review systems.

6.3.2 Provide a description of all available equipment, software and installation warranties provided in your proposed system(s).

7. SELECTION PROCEDURES

Proposals will be evaluated based on the following criteria (maximum of 100 points).

- **EXPERIENCE** – List of clients and projects, available data security, list of strengths. **20 points**
- **QUALITY OF WORK** – Firm's Quality Control Program, Quality Assurance Program, and commitment to quality. **20 points**
- **CAPACITY TO PERFORM** – Timeframe of implementation of project, qualifications of staff, organizational structure and team assignment. **20 points**
- **METHODOLOGY FOR EXECUTION** – build-out, training and integrations with County systems – **20 points**
- **PRICE** - **10 points**

ATTACHMENT A: COVER SHEET

Name of Person, Business or Organization:	
Type of Entity: (e.g. Sole-Proprietorship, Partnership, Corp., Non-Profit, Public Agency)	
Federal Tax ID Number:	
Contact Person – Name	
Contact Person – Address	
Contact Person – Phone Number (s)	
Contact Person – e-mail address	

By signing this **Cover Sheet** I hereby attest: that I have read and understood all the terms listed in the RFP; have read and understood all terms listed in this proposal; that I am authorized to bind the listed entity into this agreement; and that should this proposal be accepted, I am authorized and able to secure the resources required to deliver against all terms listed within the RFP as published by Sussex County Government, including any amendments or addenda thereto except as explicitly noted or revised in my submitted proposal.

Signature of Authorized Representative

Printed Name of Authorized Representative

Date

Printed Title of Authorized Representative