



CITY OF MEDINA
Community Development Department
132 N. Elmwood Ave. Medina, OH 44256
330-722-9023

**Community Development Department
Permitting - Code Enforcement Software
REQUEST FOR PROPOSALS/REQUEST FOR QUALIFICATIONS
January 3, 2025**

PURPOSE

The City of Medina Community Development Department is seeking competitive Request for Proposals (RFP)/Request for Qualifications (RFQ) from qualified individuals or firms interested in providing permitting and code enforcement software.

BACKGROUND

Medina is a city of approximately 26,000 located in northeast Ohio and is the county seat of Medina County. The city strives to balance economic development with historic and environmental preservation while continuing to be a comfortable and vibrant community for its residents.

Over the past three years, the city has averaged approximately 2,750 records per year for permits, applications, and code enforcement complaints and 3,100 inspections annually.

The Community Development Department currently has seven users of permitting and code enforcement software. Three of the seven users regularly access the software in the field.

PERMITTING SOFTWARE CAPABILITIES

Permitting software should incorporate the following necessary functions:

1. Creation, storage, and management of permit, code enforcement, contractor registration, and Board/Commission records, including:
 - General information (address, applicant, type, dates, etc.)
 - Record workflow including process steps for submittals, reviews, fees, and inspections
 - Links to related records, parcels, fees, inspections, contacts, and documents
 - Ability of multiple users in multiple city departments to access the software
 - Ability of city staff to customize records, inspections, fees, etc.
2. An online interface including the ability of applicants to complete the following within the online permitting software:
 - Submittal of applications and associated documents
 - Payment of fees and inspection requests
 - Interaction with city staff
 - Viewing of record information and accessing documents

3. Ability of city staff to automate the renewal of records on a temporal basis, such as annual contractor registration
4. Ability of city staff to create, assign, customize, and track inspections
5. Capability to be used by city staff in the field via mobile devices
6. Automatic fee generation based on record information
7. Data storage with a capacity commensurate with the needs of the Community Development Department stored in an off-site or cloud-based format
8. Integration of Medina County Auditor property data, preferably with the ability to automatically update regularly
9. Customizable reporting for records, inspections, and fees exportable to a common format, such as PDF, CSV, or Excel
10. Transfer of all existing data and files/documents from the current permitting software to the proposed permitting software

PROPOSAL SUBMITTAL REQUIREMENTS

Three hard copies of the proposal and one electronic copy of the proposal shall be submitted including:

1. Qualifications of the firm/project team
2. Software proposal addressing elements indicated in the above "Permitting Software Capabilities"
3. Indication of any third-party software or service provider(s)
4. Implementation plan with an estimated timeline
5. Support and maintenance provided after implementation
6. References of at least three similar users of the proposed software
7. Detailed cost estimate including:
 - All initial setup costs, which may include software setup, data conversion/transfer from existing software, training, required software or hardware upgrades, etc.
 - All recurring or annual costs and standard rates of increase (if applicable) and an indication of the method of procuring such costs such as individual licenses, per record fees, etc.
 - All other additional or miscellaneous costs which may apply (data storage, maintenance, customer service, upgrades, optional features, etc.)

EVALUATION CRITERIA

The following criteria, in no particular order of priority, will be used to evaluate submittals:

- Responsiveness of submittal to the RFP/RFQ
- Qualifications of the firm and references
- Need for third-party software or service provider(s)
- Ability of the software to meet the above "Permitting Software Capabilities"
- Implementation process and timeline
- Support and maintenance
- Cost estimate

The city may request demonstrations of proposed software, interview applicants, and/or ask questions of applicants. The city reserves the right to reject any and all submittals.

DELIVERABLE PRODUCTS

At least three hard copies of the proposal and one digital copy of the proposal in Adobe PDF or Microsoft Word format shall be submitted.

PROPOSAL DEADLINE

Proposals are due by Monday, January 27, 2025 at 4:00 pm to:

City of Medina
Community Development Department
132 North Elmwood Avenue
Medina, OH 44256

Please direct questions regarding proposals to:

Andrew Dutton
Community Development Director
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(330) 722-9023