

5. SECTION B - SCOPE OF SERVICES:

The Montgomery County MD Government's Department of Permitting Services (DPS) invites qualified vendors to submit proposals in response to this Request for Proposal (RFP) for the replacement or upgrade of its existing permitting solution. The selected vendor will also play a pivotal role in owning the data conversion function, ensuring a smooth transition from the existing systems to the new solution.

5.1. Background

5.1.1. DPS currently operates with three distinct software vendor solutions:

- 5.1.1.1 INFOR Public Sector (Permitting & Inspection Application – County Hosted):
Manages permitting and inspection processes, covering the entire permit lifecycle and compliance activities. Approximately 75 GB.
- 5.1.1.2 Avolve ProjectDox (ePlans Solution – Avolve SaaS Hosted):
Facilitates electronic plan submission, review, and collaboration. Maintains recent project documents and records, maintaining compliance with retention policies.
- 5.1.1.3 OpenText Documentum (Document Management – County Hosted):
Ensures secure storage and retrieval of select amount of historical project documents and records, maintaining compliance with retention policies. Approximately 3 TB.

Key Information:

- 5.1.1.4 DPS serves one million people and over 60,000 businesses across 500 square miles.
- 5.1.1.5 The City of Rockville and the City of Gaithersburg operate separate permitting systems.
- 5.1.1.6 DPS processes 50,000+ permits, licenses, and requests annually.
- 5.1.1.7 DPS seeks a cloud-based, enterprise permitting system that seamlessly and robustly integrates with the Department's cloud-based ProjectDox for plan review.
- 5.1.1.8 The County intends to award one (1) contract as a result of this RFP. The entity awarded a contract as a result of this RFP is referred to as "Contractor" herein after.

5.2. Scope of Services/Contractor's Responsibilities

5.1.1. The Contractor must provide a comprehensive cloud-based enterprise permitting solution (the 'System') that integrates seamlessly with the County's existing ProjectDox cloud application using modern integration methods, including API connectivity. The system should effectively manage permitting and inspection processes, emphasizing the entire permit lifecycle and compliance requirements. The Contractor must also provide software, implementation services, training, and support for the new System including:

- 5.2.1.1 Provide software per Attachment D - Requirements Document.
- 5.2.1.2 Provide Program Management Service to provide oversight and planning for all initiatives supporting operations and maintenance of the System.
- 5.2.1.3 Own the data conversion & migration function during implementation. County expects appropriate data hygiene / cleansing as part of the conversion effort.
- 5.2.1.4 Provide technical and functional support for the System.
- 5.2.1.5 Migrate DPS's business workflows, databases, infrastructure to the new System.
- 5.2.1.6 Migrate Documentum files into a new document management solution that interacts with or is part of the System permitting system.
- 5.2.1.7 Support release planning and management to deploy defect fixes as well as enhancements to the System.
- 5.2.1.8 Provide infrastructure and systems administration support to manage the System's hardware and software.
- 5.2.1.9 Support DPS's security processes and compliance requirements for the System.

- 5.2.1.10 Provide integration with ProjectDox. Vendor to own API integration / configuration with Avolve technical support teams.
- 5.2.1.11 Support other internal and external system interfaces.
- 5.2.1.12 Provide database administration, reports, maintenance and development support for the System.
- 5.2.1.13 Support annual program application cycles.
- 5.2.1.14 Provide strategic planning and business analysis services.
- 5.2.1.15 Maintain documentation supporting its project activities including detailed requirements gathering, business support, IT security support, preparing a design and implementation document, maintaining business rules documents, preparing testing plans and recording results, as well as all code developed specifically for the system, if any.

5.3. Contractor's Qualifications

- 5.1.1. The contractor must provide, with its proposal, a list of completed and ongoing projects similar in scope of services and size of jurisdiction as described in this RFP.
- 5.1.1. The Contractor must provide, with its proposal, a list of personnel who will be working on the integration along with their qualifications and experience.

5.4. County's Responsibility

- 5.1.1. DPS will provide support and documentation as necessary during implementation as well as system testing and approvals as required throughout the life of the project. DPS will identify a Core Team of subject matter experts who will be responsible for this support.

5.5. Contractor Project Management Expectations

- 5.1.1. DPS anticipates the following Project Management Documentation and Services after contract award detailing:
 - 5.5.1.1 Project Management Plan including but not limited to:
 - 5.5.1.1.1. Schedule
 - 5.5.1.1.2. Deliverables and Milestones
 - 5.5.1.1.3. Resource, Scope, and Schedule Management
 - 5.5.1.1.4. Risk Management
 - 5.5.1.1.5. Change Management
 - 5.5.1.1.6. Status Reporting
 - 5.5.1.2 Implementation Support
 - 5.5.1.3 System Integration Plan
 - 5.5.1.4 Data Conversion Plan
 - 5.5.1.5 System Training
 - 5.5.1.6 Testing and Quality Assurance
 - 5.5.1.7 Go-Live Strategy and Support
 - 5.5.1.8 Completed System Documentation

5.6. Subcontractors

- 5.6.1 The Contractor may subcontract some of the components required under the Scope of Services. In a subcontracting arrangement, the Contractor is the party responsible for and is fully accountable for the performance under the contract awarded as a result of this RFP.

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement.