



## Request for Proposals

**RFP Item #25-167**

### **Permitting, Licensing and Code Enforcement Regulatory Services System**

*For*

Augusta, Georgia – Information Technology Department

**RFP Due: Friday, April 25, 2025 @11:00 a.m.**

#### **Until further notice**

**All RFP openings, conferences, and evaluation meetings  
will be conducted by electronic teleconferencing via ZOOM.  
Instructions are enclosed.**

#### ***Sec. 1-10-50. Sealed bids selection method:***

***Bid acceptance and bid evaluation. Provided that the bids are delivered to the Procurement Director at the time, place, and under the conditions contained in the Invitation for Bids, the bids shall be conditionally accepted without alteration or correction pending evaluation.***

***It Is The Responsibility Of The Vendor To Ensure Their Bid Submittal  
Is Received By The Time Specified Above.***

***One Original and Seven (7) Copies of RFP shall be submitted***

***Thanks for doing business with us . . .  
Darrell White, Interim Procurement Director  
535 Telfair Street, Room 605  
Augusta, Georgia 30901***



## Table of Contents

### Request for Proposal

### Electronic Zoom Information

### Instructions to Submit

- Purpose
- Viewing of the Augusta Code
- Compliance with Laws
- Proposal for All or Part
- Minority/Women Business Enterprise (MWBE) Policy
- Augusta Georgia License Requirement
- Terms of Contract

### Notice to All Proponents

**Required to be returned with your submittal. Both documents must be notarized**

Attachment B **Must return the 2 pages**

Systematic Alien Verification for Entitlements (SAVE) Program

### Trade Secret Affidavit

### Minority and Women Owned Business Enterprise Program Ordinance Requirements

### Request for Proposal Specifications

### M/WBE Goal Waiver

### No Response Letter

## Request for Proposals

Request for Proposals will be received at this office until **Friday, April 25, 2025 @11:00 a.m.** via ZOOM Meeting ID: 852 0880 6069, Passcode: 25167 for furnishing:

**RFP Item # 25-167      Permitting, Licensing and Code Enforcement Regulatory Services System for Augusta, GA  
Information Technology Department**

RFPs will be received by: The Augusta Commission hereinafter referred to as the OWNER at the offices of:

Darrell White, Interim Procurement Director  
Augusta Procurement Department  
535 Telfair Street - Room 605  
Augusta, Georgia 30901

RFP documents may be viewed on the Augusta Georgia web site under the Procurement Department ARcbid. RFP documents may be obtained at the office of the Augusta, GA Procurement Department, 535 Telfair Street – Room 605, Augusta, GA 30901 (706-821-2422).

**All questions must be submitted in writing by fax to 706 821-2811 or by email to [procbidandcontract@augustaga.gov](mailto:procbidandcontract@augustaga.gov) to the office of the Procurement Department by Friday, April 11, 2025 @ 5:00 P.M. No RFP will be accepted by fax or email, all must be received by mail or hand delivered. To ensure timely deliveries, all submittals must be received during our normal office hours from 8:30 a.m. to 5:00 p.m., Monday through Friday. No deliveries will be accepted prior to 8:30 a.m. or after 5:00 p.m., as the building is closed to the public and delivery services outside of these hours.**

No RFP may be withdrawn for a period of **90** days after bids have been opened, pending the execution of contract with the successful bidder(s).

**Request for proposals (RFP) and specifications.** An RFP shall be issued by the Procurement Office and shall include specifications prepared in accordance with Article 4 (Product Specifications), and all contractual terms and conditions, applicable to the procurement. **All specific requirements contained in the request for proposal including, but not limited to, the number of copies needed, the timing of the submission, the required financial data, and any other requirements designated by the Procurement Department are considered material conditions of the bid which are not waivable or modifiable by the Interim Procurement Director.** All requests to waive or modify any such material condition shall be submitted through the Procurement Director to the appropriate committee of the Augusta, Georgia Commission for approval by the Augusta, Georgia Commission. Please mark RFP number on the outside of the envelope.

**GEORGIA E-Verify and Public Contracts:** The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, **regardless of the number of employees.** They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

Proponents are cautioned that acquisition of RFP documents through any source other than the office of the Procurement Department is not advisable. Acquisition of RFP documents from unauthorized sources places the proponent at the risk of receiving incomplete or inaccurate information upon which to base their qualifications.

**Correspondence must be submitted via mail, fax or email as follows:**

**Augusta Procurement Department  
Attn: Darrell White, Interim Procurement Director  
535 Telfair Street, Room 605  
Augusta, GA 30901  
Fax: 706-821-2811 or Email: [procbidandcontract@augustaga.gov](mailto:procbidandcontract@augustaga.gov)**

DARRELL WHITE, Interim Procurement Director

Publish:

Augusta Chronicle      March 20, 27, 2025 and April 3, 10, 2025  
Metro Courier          March 20, 2025

cc      Tameka Allen      Administrator  
         Reggie Horne      Information Technology Department  
         Carla Delaney      Planning and Development Department

Revised: 10/02/24

**PROCUREMENT DEPARTMENT**

**ELECTRONIC ZOOM INFORMATION**

The Augusta, Georgia Procurement Department conducts Public RFP Pre-Proposal Conferences and Openings to award quality contracts for Augusta. Proposers may participate in our Public RFP Pre-Proposal Conferences and Openings via webcast or teleconference by following the instructions outlined below:

**[ELECTRONIC RFP INSTRUCTIONS](#)**

*Join from a PC, Mac, iPad, iPhone, or Android device*

***RFP Opening - RFP Item # 25-167 Permitting, Licensing and  
Code Enforcement Regulatory Services System  
For Augusta Information Technology Department***

***[Friday, April 25, 2025 @11:00 a.m.](#)***

**ZOOM RFP Opening:**

1. Click this URL to start or join Zoom:
2. Or go to <https://zoom.us/join> and enter meeting ID: 852 0880 6069
3. Passcode: 25167

**OFFICIAL RFP RESULTS will Post within 5 Days**

**For Assistance: Please Contact the Bid and Contract Team at (706) 821-2422**

## INSTRUCTIONS TO SUBMIT

### INSTRUCTIONS TO SUBMIT

1.1 **Purpose:** The purpose of this document is to provide general and specific information for use by vendors in submitting a proposal to supply Augusta, Georgia with equipment, supplies, and or services as listed above. All proposals are governed by the Augusta, Georgia Code.

1.2 **Viewing the Augusta Code:** All proposals are governed and awarded in accordance with the applicable federal and state regulations and the Augusta, Georgia Code. To view the Code visit Augusta's website at [www.augustaga.gov](http://www.augustaga.gov) or <http://www.augustaga.gov/index.aspx?NI D=685> **Guidelines & Procedures.**

1.3 **Compliance with laws:** The Proponent shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by federal, state or Augusta, Georgia statute, ordinances and rules during the performance of any contract between the Proponent and Augusta, Georgia. Any such requirement specifically set forth in any contract document between the Proponent and Augusta, Georgia shall be supplementary to this section and not in substitution thereof.

1.4 **Proposal's For All Or Part:** Unless otherwise specified by Augusta, Georgia or by the proponent, **AUGUSTA, GEORGIA RESERVES THE RIGHT TO MAKE AWARD ON ALL ITEMS, OR ON ANY OF THE ITEMS ACCORDING TO THE BEST INTEREST OF AUGUSTA, GEORGIA.** Proponent may restrict his proposal to consideration in the aggregate by so stating but must name a unit price on each item submitted upon.

1.5 **All protest shall be made in writing to:**

**Attn: Darrell White**  
**Interim Procurement Director**  
**535 Telfair Street, Room 605**  
**Augusta, GA 30901,**  
**Fax: 706-821-2811 or**  
**Email: [procbidandcontract@augustaga.gov](mailto:procbidandcontract@augustaga.gov)**

1.6 **Minority/Women Business Enterprise (MWBE) Policy: *Court Order Enjoining Race-Based Portion of DBE Program Augusta, Georgia does not have a race or gender conscious Disadvantaged Business Enterprises (DBE) program for projects having Augusta, Georgia as the source of funding. Augusta does enforce mandatory DBE requirements of federal and state agencies on contracts funded by such agencies and has a DBE Program to comply with U.S. Department of Transportation (DOT), Federal Transit Administration (FTA), Federal Aviation Administration (FAA) and other federal and state mandated DBE requirements for certain DOT, FTA, FAA, and other federal and state assisted contracts as required by 49 C.F.R. Part 26, et. seq. and/or 49 C.F.R. Part 23, et. seq. This DBE program is only for DOT, FTA and FAA assisted contracts and other federal or state funded contracts having mandatory DBE requirements. (See Article 13 of the Augusta, GA. Code.)***

*Augusta, Georgia prohibits any language in any solicitation, bid or contract that is inconsistent with the July 21, 2011, Court Order in the case, Thompson Wrecking, Inc. v. Augusta Georgia, civil action No. 1:07-CV-019. Any such language appearing in any Augusta, Georgia solicitation, bid or contract is void and unenforceable.*

*A copy of this Order can be reviewed at [www.augustaga.gov](http://www.augustaga.gov) home page.*

1.7 **Augusta, Georgia License Requirement:** For further information contact the License and Inspection Department @ 706 312-5050.

**General Contractors License Number:** If applicable, in accordance with O.C.G.A. §43-41, or be subjected to penalties as may be required by law.

**Utility Contractor License Number:** If applicable, in accordance with O.C.G.A. §43-14, or be subjected to penalties as may be required by law.

1.8 **Terms of Contract:** (Check where applicable)  
 (A) Annual Contract  
 (B) One time Purchase.  
 (C) Other



**NOTICE TO ALL VENDORS**

**ADHERE TO THE BELOW INSTRUCTIONS AND DO NOT SUBSTITUTE FORMS**

**PLEASE READ CAREFULLY:**

**Attachment B** is a consolidated document consisting of:

1. Business License Number Requirement (must be provided)
2. Acknowledgement of Addenda (must be acknowledged, if any)
3. Statement of Non-Discrimination
4. Non-Collusion Affidavit of Prime Proponent/Offeror
5. Conflict of Interest
6. Contractor Affidavit and Agreement (E-Verify User ID Number must be provided)

**Attachment B Must be Notarized & Two (2) Pages Must be returned with your submittal - No Exceptions.**

**Business License Requirement:** Proponent must be licensed in the Governmental entity for where they do the majority of their business. Your **company's business license number must** be provided on Page 1 of Attachment B. If your Governmental entity (State or Local) does not require a business license, your company will be required to obtain a Richmond County business license if awarded a contract. For further information contact the License and Inspection Department @ 706 312-5050.

**Acknowledgement of Addenda:** You Must acknowledge all Addenda. See Page 1 of Attachment B.

**E-Verify \* User Identification Number (Company I.D.)** The recommended awarded vendor will be required to provide a copy of Homeland Security's Memorandum Of Understanding (MOU). **Contractors, Bids, RFPs, RFQs - Any** contractors performing the physical performance of services" for your city, including those that respond to bids or requests for proposals, must submit an E-Verify affidavit. Your city cannot consider any contractors, even as part of a bidding or RFP process, unless they have given you the appropriate E-Verify contractor affidavits.

Contractors are defined as those who provide any "physical performance of services," which means any performance of labor or services for a public employer using a bidding process or by contract that costs over \$2,499.99 in value between December 1 and November 30 of any given year. Typically, eligible contracts may include: New construction or the demolition of structures/roads Routine operation, repair, and maintenance of existing structures. Any contracts for labor and service that exceed \$2,499.99. Contracts for the purchase of goods without any services provided are not subject to these E-Verify requirements.

The city, each contractor, and each subcontractor have different roles and responsibilities in the E-Verify process. The city collects E-Verify affidavits from the contractor. The contractor collects E-Verify affidavits from its subcontractors. The subcontractors collect E-Verify affidavits from its sub-subcontractors. Independent contractors (those with no employees) do not need to supply E-Verify information. Instead, they will provide a driver's license or state identification card from states on the "compliant" list created by the Georgia Attorney General. Those contractors and subcontractors that fill out the affidavits are responsible for the accuracy of the information. The city does not need to confirm that the E-Verify information is correct. The liability for incorrect information is on the contractor or subcontractor. NOTE: The authorization date can be found within the Memorandum of Understanding (MOU).

**Affidavit Verifying Status for Augusta Benefit Application (S.A.V.E. Program) (Must Be Returned With Your Submittal)**

The successful proponent will submit the following forms to the Procurement Department no later than five (5) days after receiving the "Letter of Recommendation" (Vendor's letter will denote the date forms are to be received)

1. Georgia Security and Immigration Subcontractor Affidavit
2. Non-Collusion Affidavit of Sub-Contractor
3. **PLEASE NOTE GEORGIA LAW CHANGE: E-Verify and Public Contracts:** The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, **regardless of the number of employees.** They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

**WARNING:** Please review "Notice to Proponent" regarding Augusta Georgia's Local Small Business Opportunity Program Proponent Requirements.

Vendors are cautioned that acquisition of proposal documents through any source other than the office of the Procurement Department is not advisable. Acquisition of proposal documents from unauthorized sources places the proposer at the risk of receiving incomplete or inaccurate information upon which to base his qualifications.

Proposals are publicly opened. It is your responsibility to ensure that your company has met the Specifications and Licenses' requirements prior to submitting a proposal.

Rev. 4/09/21



**Attachment B**

**You Must Complete and Return the 2 pages of Attachment B with Your Submittal. Document Must Be Notarized.**

Augusta, Georgia Augusta Procurement Department  
ATTN: Procurement Director  
535 Telfair Street, Suite 605  
Augusta, Georgia 30901

Name of Proponent: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Do You Have A Business License? Yes: \_\_\_\_\_ No: \_\_\_\_\_

Augusta, GA Business License # for your Company (**Must Provide**): \_\_\_\_\_

And/or Your State/Local Business License # for your Company (**Must Provide**): \_\_\_\_\_

Utility Contractors License # (**Must Provide if applicable**): \_\_\_\_\_ **MUST BE LISTED ON FRONT OF ENVELOPE**

General Contractor License # (**Must Provide if applicable**): \_\_\_\_\_

Additional Specialty License # (**Must Provide if applicable**): \_\_\_\_\_

**NOTE:** Company must be licensed in the Governmental entity for where they do the majority of their business. If your Governmental entity (State or Local) does not require a business license, please state above (Procurement will verify), your company will be required to obtain a Richmond County business license if awarded a BID. For further information regarding Augusta, GA license requirements, please contact the License and Inspection Department @ 706 312-5050.

**List the State, City & County that issued your license:** \_\_\_\_\_

**Acknowledgement of Addenda:** (#1) \_\_\_\_: (#2) \_\_\_\_: (#3) \_\_\_\_: (#4) \_\_\_\_: (#5) \_\_\_\_: (#6) \_\_\_\_: (#7) \_\_\_\_: (#8) \_\_\_\_:

**NOTE: CHECK APPROPRIATE BOX (ES) - ADD ADDITIONAL NUMBERS AS APPLICABLE**

**Statement of Non-Discrimination**

The undersigned understands that it is the policy of Augusta, Georgia to promote full and equal business opportunity for all persons doing business with Augusta, Georgia. The undersigned covenants that we have not discriminated, on the basis of race, religion, gender, national origin or ethnicity, with regard to prime contracting, subcontracting or partnering opportunities.

The undersigned covenants and agrees to make good faith efforts to ensure maximum practicable participation of local small businesses on the proposal or contract awarded by Augusta, Georgia. The undersigned further covenants that we have completed truthfully and fully the required forms regarding good faith efforts and local small business subcontractor/supplier utilization.

The undersigned further covenants and agrees not to engage in discriminatory conduct of any type against local small businesses, in conformity with Augusta, Georgia's Local Small Business Opportunity Program. Set forth below is the signature of an officer of the proposer/contracting entity with the authority to bind the entity.

The undersigned acknowledge and warrant that this Company has been made aware of understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;

That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;

That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;

That the failure of this Company to satisfactorily discharge any of the promises of nondiscrimination as made and set forth herein shall constitute a material breach of contract entitling Augusta, Georgia to declare the contract in default and to exercise any and all applicable rights remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

**Non-Collusion of Prime Proponent**

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

(a) The prices in the proposal have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.

(b) Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or to any competitor.

(c) No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition. Collusions and fraud in proposal preparation shall be reported to the State of Georgia Attorney General and the United States Justice Department.

**You Must Complete and Return the 2 pages of Attachment B with Your Submittal. Document Must Be Notarized.**

**Conflict of Interest**

By submission of a bid, the responding firm certifies, under penalty of perjury, that to the best of its knowledge and belief:

- 1. No circumstances exist which cause a Conflict of Interest in performing the services required by this BID, and
- 2. That no employee of the County, nor any member thereof, nor any public agency or official affected by this BID, has any pecuniary interest in the business of the responding firm or his sub-consultant(s) has any interest that would conflict in any manner or degree with the performance related to this BID. By submission of a bid, the vendor certifies under penalty of perjury, that to the best of its knowledge and belief:
  - (a) The prices in the bid have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.
  - (b) Unless otherwise required by law, the prices which have been quoted in the bid have not knowingly been disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or competitor.
  - (c) No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or cooperation to submit or not to submit a bid for the purpose of restricting competition. For any breach or violation of this provision, the County shall have the right to terminate any related contract or agreement without liability and at its discretion to deduct from the price, or otherwise recover, the full amount of such fee, commission, percentage, gift, payment, or consideration.

**Contractor Affidavit and Agreement: Contractor Affidavit under O.C.G.A. § 13-10-91(b) (I)**

**GEORGIA E-Verify and Public Contracts:** The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services **over \$2,499 in value to enroll in E-Verify, regardless of the number of employees.** They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

- a) The Contractor has registered with, is authorized to use, and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;
- b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;
- c) The Contractor will notify the public employer in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;
- d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;
- e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);
- f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10- 91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and
- g) Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the public employer within five business days of receipt.

**Georgia Law requires your company to have an E-Verify\*User Identification Number (Company I.D.) on or after July 1, 2009.**

For additional information or to enroll your company, visit the **State of Georgia** website:  
<https://e-verify.uscis.gov/enroll/> and/or [http://www.dol.state.ga.us/pdf/rules/300\\_10\\_1.pdf](http://www.dol.state.ga.us/pdf/rules/300_10_1.pdf)

**Federal Work Authorization User Identification Number: E-VERIFY REQUIRED FOR ALL CONTRACTS OVER \$2,499.00** Date of Authorization

**\*\* (E-Verify Number)** \_\_\_\_\_

\_\_\_\_\_  
**Name of Contractor** **Name of Project / Bid Number**

**AUGUSTA, GEORGIA – RICHMOND COUNTY CONSOLIDATED GOVERNMENT**  
**Name of Public Employer**

**I hereby declare under penalty of perjury that the foregoing is true and correct.**

Executed on \_\_\_\_\_, \_\_\_\_\_, 20\_\_\_\_\_ in \_\_\_\_\_ (City), \_\_\_\_\_ (State).

\_\_\_\_\_  
**Signature of Authorized Officer or Agent** **Printed Name and Title of Authorized Officer or Agent**

**SUBSCRIBED AND SWORN BEFORE ME ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_\_**

\_\_\_\_\_  
**Notary Public** **My Commission Expires:** \_\_\_\_\_ **NOTARY SEAL**

The undersigned further agrees to submit a notarized copy of Attachment B and any required documentation noted as part of the Augusta, Georgia Board of Commissions specifications which govern this process. In addition, the undersigned agrees to submit all required forms for any subcontractor(s) as requested and or required. **I further understand that my submittal will be deemed non-compliant if any part of this process is violated.**

**You Must Complete and Return the 2 pages of Attachment B with Your Submittal. Document Must Be Notarized.**



**You Must Complete and Return with Your Submittal. Document Must Be Notarized**

**Systematic Alien Verification for Entitlements (SAVE) Program**

**Affidavit Verifying Status for Augusta, Georgia Benefit Application** By executing this affidavit under oath, as an applicant for an Augusta, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract, or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my bid for an Augusta, Georgia contract for

\_\_\_\_\_ *[RFP Project Number and Project Name]*

\_\_\_\_\_ *[Print/Type: Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]*

\_\_\_\_\_ *[Print/Type: Name of business, corporation, partnership, or other private entity]*

1.) \_\_\_\_\_ I am a citizen of the United States.

**OR**

2.) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older.

**OR**

3.) \_\_\_\_\_ I am an otherwise qualified alien (8 § USC 1641) or nonimmigrant under the Federal Immigration and Nationality Act (8 USC 1101 *et seq.*) 18 years of age or older and lawfully present in the United States. \*

***In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.***

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
\*Alien Registration Number for Non-Citizens

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_

**NOTARY SEAL**

**Note: THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR SUBMITTAL**



**TRADE SECRET STATUS AFFIDAVIT  
Augusta, Georgia**

All documents, data, letters and generated information received by Augusta, Georgia constitutes a “public record” and is subject to disclosure under the Georgia Open Records Act (“GORA”). O.C.G.A. § 50-18-70 *et seq.* However, pursuant to O.C.G.A. § 50-18-72(a)(34), “[an] entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 [O.C.G.A. § 10-1-760 *et seq.*].”

O.C.G.A. § 10-1-761(4) defines “Trade secret” as “...information, without regard to form, including, but not limited to, technical or nontechnical data, a formula, a pattern, a compilation, a program, a device, a method, a technique, a drawing, a process, financial data, financial plans, product plans, or a list of actual or potential customers or suppliers which is not commonly known by or available to the public and which information:

- A. Derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and
- B. Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.”

Therefore, the records listed below and attached hereto, that were submitted with \_\_\_\_\_ response to Augusta, Georgia Request for Proposal, Request for Quote, or Request for Qualified Contractor \_\_\_\_\_ are marked confidential pursuant to O.C.G.A. § 10-1-761(4):

- (List specific information that the supplier wishes to withhold and how that information constitutes a trade secret)
- Additional trade secret information requested to be withheld
- **Your company is requested to send a redacted copy of your submittal.**

Under penalty of perjury, acknowledging that O.C.G.A. §16-10-71 provides a penalty of a fine of up to \$1,000 and potential imprisonment of one to five years, I attest that the specific information in the records listed above constitutes trade secrets pursuant to O.C.G.A. § 10-1-761(4), and request that Augusta, Georgia not disclose this protected information under the Georgia Open Records Act (“GORA”).

Signature:

\_\_\_\_\_  
[Signatory Name in Print] [Signatory’s Title] [Company Name]

\_\_\_\_\_  
[Signatory’s Title] Date: \_\_\_\_\_

SUBSCRIBED AND SWORN BEFORE  
ME ON THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_, 202\_.

\_\_\_\_\_  
NOTARY PUBLIC My Commission Expires: \_\_\_\_\_

**Return form only if applicable. If form is not returned with your submittal, it will be deemed there are no trade secrets in your package submittal.**

**Minority and Women Owned Business Enterprise  
Program Ordinance Requirements**

**Notice To All Bidders (PLEASE READ CAREFULLY)**

**Shall apply to ALL Bids regardless of the dollar amount**

In accordance with the Commission Action on 7/25/24 and the adoption of Ordinance No. 7945 Chapter 10C of the AUGUSTA, GA, CODE, Contractors agree to collect and maintain all records necessary to Augusta, Georgia to evaluate the effectiveness of its Minority and Women Owned Business Enterprise Program and to make such records available to Augusta, Georgia upon request. The requirements of the Minority and Women Owned Business Enterprise Program can be found at [www.augustaga.gov](http://www.augustaga.gov). In accordance with AUGUSTA, GA. CODE, Contractors shall report to Augusta, Georgia the total dollars paid to each subcontractor, vendor, or other business on each contract, and shall provide such payment affidavits, regarding payment to subcontractors, if any as required by Augusta, Georgia. Such utilization reports shall be in the format specified by the Director of Compliance and shall be submitted at such times as required by Augusta, Georgia. Required forms can be found at [www.augustaga.gov](http://www.augustaga.gov). If you need assistance completing a form or filing information, please contact the M/WBE Program office at (706) 821-2406. Failure to provide such reports within the time period specified by Augusta, Georgia shall entitle Augusta, Georgia to exercise any of the remedies set forth, including, but not limited to, withholding payment from the Contractor and/or collecting liquidated damages.

**SHALL APPLY TO PROJECTS IN EXCESS OF \$300,000**

**Minority and Women Owned Business Enterprise Program (Continued)**

**Sec. 1-10-138. Race and Gender-Conscious Efforts**

**Contract-by-Contract Subcontractor Goals** The City, through the Goal Setting Committee (GSC), will set specific, separate percentage-based MBE and WBE subcontracting goals on a contract-by contract basis for Prime contracts in Construction, Architecture & Engineering, Professional Services, and Other Services valued in excess of \$300,000. The City shall establish such goals based upon the type of contract, the type of subcontracting work that will be required, and the availability of M/WBE firms to perform the work for that specific contract.

The GSC shall not establish subcontracting goals on contracts where (a) there are no subcontracting opportunities identified for the contract; or (b) there are not at least three (3) MBE and/or WBE firms that are

available and capable to perform a CUF for the overall subcontracting opportunities on the contract.

**Good Faith Efforts (GFE) Requirements and Guidance**

1. Achievement of subcontracting goals or documentation of Good Faith Efforts applies to every Contract for which such goals are established. **The Bidder shall submit a compliance plan detailing its achievement of the goals or its Good Faith Efforts to meet the goals. The compliance plan shall be due at the time set out in the solicitation documents.**

2. When a Bidder cannot achieve the goals, its compliance plan shall document its GFE to achieve the goals. The Director of Compliance will determine whether the Bidder has made such GFE.

**Bid Documents**

All bid documents shall require bidders or proponents to submit with their bid the following written documents, statements, or forms, which shall be made available by the Procurement Department.

- Proposed Letter of Intent MBE/WBE.
- Proposed MBE/WBE Utilization Plan.
- Documentation of Good Faith Efforts Form (*in the event the bidder will not meet the MBE and WBE goals*).

**Failure to submit the above documentation shall result in the bid being declared non-responsive.**

**Sec. 1-10-154. Exceptions**

In accordance with § 1-10-8, on federally funded projects or contracts, the M/WBE Program shall only be utilized when authorized by the applicable federal (and/or Georgia) laws, regulations, and conditions relating to that project or contract. To the extent that there are any conflicts between any such laws, regulations, or conditions and the provisions of the M/WBE Program, the federal (and/or Georgia) guidance shall control.

**NOTE: All forms should be submitted in a separate, sealed envelope, labeled M/WBE Forms, Company's Name & Bud number**

**For questions and or additional information, please contact:**

Minority-Owned and Women-Owned Business Enterprise Program  
535 Telfair Street, Suite 530  
Augusta, Georgia 30901  
(706) 821-2406  
[mwbe@augustaga.gov](mailto:mwbe@augustaga.gov)

Website: <https://www.augustaga.gov/83/Disadvantaged-Business-Enterprise>

REV. 9/6/24

## **SECTION 1**

### **INSTRUCTION TO PROPOSERS**

Augusta, Georgia (hereinafter referred to as the Owner) is requesting proposals for an integrated enterprise system for permitting, licensing and code enforcement regulatory services for the Planning and Development Department. Your submittal should respond to, and be based on, the information included in this Request for Proposal.

Responses will be received in the office of the Interim Procurement Director at 535 Telfair Street, Suite 605, Augusta, GA 30901 until **Friday, April 25, 2025 @ 11:00 a.m.** The RFP must be submitted in a sealed package and labeled with firm's name and the name of the project - **RFP 25-167 Permitting, Licensing and Code Enforcement Regulatory Services System**. No RFP will be accepted by fax or email, all must be received by mail or hand delivered. **Vendors are required to submit one (1) marked unbound original and seven (7) copies of the RFP.**

**Opening will be via ZOOM – Meeting ID: 852 0880 6069 Passcode: 25167**

All firms responding are cautioned to read this Request for Proposals (RFP) carefully for understanding and request clarification from Augusta, Georgia on any questions pertaining to this RFP. The Proposer should examine all documents and requirements of the services requested to become fully informed. Failure to examine these areas will not relieve the successful Proposer of its obligation to furnish all products and services necessary to carry out the provisions of the contract. After RFPs have been submitted, the vendor shall not assert that there was a misunderstanding concerning the quantities of work or of the nature of the work to be done.

**To ensure timely deliveries, all submittals must be received during our normal office hours from 8:30 a.m. to 5:00 p.m., Monday through Friday. No deliveries will be accepted prior to 8:30 a.m. or after 5:00 p.m., as the building is closed to the public and delivery services outside of these hours.**

**All questions must be submitted to the Procurement Department in writing by fax to 706 821-2811 or by email to [procbidandcontract@augustaga.gov](mailto:procbidandcontract@augustaga.gov) by Friday, April 11, 2025 @ 5:00 P.M.** Issues and responses addressed in any other manner will not be considered valid or binding in consideration of proposals or any subsequent contract negotiations. Failure to provide all of the requested information may cause the submittal to be rejected as non-responsive.

Darrell White, Interim Procurement Director  
Augusta Procurement Department  
535 Telfair Street - Room 605  
Augusta, Georgia 30901

RFP Packages may be obtained at the Augusta, Georgia Procurement Department, at the address listed above.

Failure to provide all of the requested information may cause the RFP to be rejected as non-responsive. An official authorized to bind the firm to the terms and provisions of the RFP must sign. The Proposer's response must include a service proposal and fee proposal as well as all other information requested in this RFP. The fees must be the full cost to Augusta. Augusta, Georgia will consider the degree to which each Proposer has submitted a complete Service and Fee Proposal without irregularities, excisions, special conditions, or alternative proposals for any item unless specifically requested in the RFP.

The contract will be awarded, if awarded, to the most responsive and responsible Proposer. If an award of contract is made as a result of this solicitation, contract will be made on the basis of the response which best satisfies the intent of this Request for Proposals and other factors considered in the best interest of the Owner. Negotiations may be undertaken with those firms whose proposal shows them to be qualified, responsible, and

capable of performing the work. The Owner will consider professional qualifications and related experience to determine which proposal would be in Owner's best interest if a contract were made. The Owner reserves the right to consider proposals or modification thereof received at any time before the award is made if such action is in the interest of the Owner.

Any interested qualified firm and/or party is requested to make a response to accomplish the Scope of Services described herein. The response is to be signed by a duly authorized official of the firm and must be submitted in the time, manner and form prescribed.

The Owner reserves the right to reject any or all statements received as the result of this request. The Owner also maintains the right to negotiate with any firm, as necessary, to serve the best interests of Owner. The Owner will not be liable for any costs incurred by the firm prior to the signing of a contract.

An official authorized to bind the firm to the terms and provisions of the proposal must sign the proposal. For a proposal to be considered it must remain valid for at least 90 days from the time that the Owner receives it. The information contained in this RFP defines and describes the services requested.

**The proposal shall be no more than sixty (60) pages in length, excluding cover letter, required forms, tabs, and appendices. All documents will be typewritten on standard 8 x 11 white paper.** Exceptions to the minimum page limit would be schematics, exhibits, photographs or other information necessary to facilitate Augusta's ability to accurately evaluate the proposal.

The Proposer must package and seal its proposals so that they will not be damaged in mailing. Proposers are reminded that under Georgia law, all opened documents fall under the Open Records Act and are subject to inspection by the public. Accordingly, proprietary information and/or data cannot be withheld from public inspection. All proposals and supporting documents will be submitted in accordance with the specifications.

It is Augusta's intent to evaluate the proposals based on service merit and price and to choose the Proposer whose proposal provides the highest value to Augusta. Augusta reserves the right to waive any irregularities, reject any and/or all proposals, in whole or in part, when, in Augusta's opinion, such rejection is in the best interests of Augusta.

The Owner will evaluate all statements received from firms with respect to evidence that the goals and objectives of the project are fully understood. The firm's demonstrated technical capability and other qualifications, as described herein, will also be assessed. The Owner will then make their recommendation to the Augusta Commission for their consideration and final approval.

**No RFP may be withdrawn for a period of 90 days after bids have been opened,** pending the execution of contract with the successful bidder(s).

**NOTE:** Augusta reserves the right to accept a proposal, as submitted, and upon Commission approval enter into a contractual agreement with that selected Proposer. Consequently, it is imperative that all Proposers submit the best service and cost offer in the initial submission.

## SECTION 2

### BACKGROUND AND INTRODUCTION

#### I. Augusta, Georgia Information

Augusta, Georgia (hereinafter known as Augusta) is a progressive, expanding city. Augusta is a political subdivision of the State of Georgia, which includes the entire Richmond County area. The governing body is the Augusta Commission, which is comprised of a mayor and two super-district Commissioners and 8 single district Commissioners, all of which serve four-year staggered terms. The daily operations of Augusta are run by an Administrator, who is appointed by and responsible to the Augusta Commission.

Services are provided to over 200,000 residents living in the 326 square mile area to include: public safety (fire and law enforcement), community development, community services, transportation, and other general governmental services. The government also provides water, sewer, and solid waste disposal services to the public. Approximately 2,800+ employees are employed in support of these services.

#### II. Background

The Augusta Information Technology Department (IT), on behalf of the Planning and Development Department, is requesting proposals from firms interested in providing a Development, Code Enforcement, Licensing, and Regulatory Services System. The overall project includes analysis, planning, development, software and hardware acquisition, implementation, and support of a comprehensive software solution for the Planning and Development Department.

##### **A. Planning and Development Department Overview**

**Mission:** The Augusta-Richmond County Planning and Development Department (Augusta P&D) promotes the orderly development, sustainable growth, and economic vitality of our community through comprehensive planning, efficient development services, and fair code enforcement. We are committed to professional and responsive service across our five divisions: Planning and Zoning, Business Licensing, Building Construction, Code Enforcement, and Alcohol Licensing, ensuring a thriving and well-regulated Augusta-Richmond County.

##### **B. Information Technology Department Overview**

Augusta IT is responsible for the procurement, implementation, maintenance, and security of city-owned and operated hardware, software, and infrastructure. IT supports a training facility equipped with 32 student learning stations. The lab is available for vendor-sponsored training and can be configured to satisfy vendor requirements.

#### III. Project Overview

The Augusta-Richmond County Planning & Development Department is seeking an integrated enterprise system. This system will manage permitting, business licenses, construction permits, alcohol licenses, code enforcement cases, signs, contractor registration, excise tax collection, and inspections, including bulk inspections for multi-family housing, fire department requirements, and inspections, as well as an app to schedule inspections. The system must streamline department operations and improve service delivery to businesses and residents to include the following:

The desired solution will be fully integrated and will support the following business processes and functions at minimum.

- **GIS integration and capability: Must integrate seamlessly with Esri's ArcGIS suite of products to allow for geo-enabled data analysis and visualization. Must allow auto-calculation of existing Tax**

**Parcel Numbers in case management. GIS map layers shall be visible and customizable within the system.**

- **Application submission:** Citizens and businesses can apply for permits online through a user-friendly portal. Document management.
- **Workflow management:** Automated routing of applications through different review stages based on defined rules and regulations.
- **Plan review:** Digital plan review process where reviewers can annotate and comment on submitted plans directly on the platform. Compliance tracking.
- **Building permits:** Submission of project details like site plans, blueprints, materials list, contractor information, and intended use of the space.
- **Inspection scheduling:** Streamlined process for scheduling and managing inspections, including inspector assignment, black out dates and times, mobile access for inspectors. Bulk inspections scheduling, final inspection and certificate of occupancy/completion.
- **Fee calculation:** Automatic calculation of permit fees based on permit, license, sign or other fees.
- **Status tracking:** Real-time visibility into the progress of a permit or license application for both applicants and staff.
- **Reporting and analytics:** Generate comprehensive reports on permit types, contractor licenses, fees by type, application volumes, credit card transaction reports, and other key metrics.
- **Code enforcement:** Ability to manage code violation reports and track resolution progress. Generate standard letters and citations that can be edited as needed. Include a follow up clock.
- **Customer service portal:** Online portal for applicants to access permit and licensing information, submit questions, and track updates.
- **Alcohol licensing:** Apply and submit supporting documentation, generate the license (internal note: the approved applicant must pick up the alcohol license in-person but the system does need to generate just wanted to distinguish between that), and allow for fee payment.
- **Business licensing:** Application with a workflow that verifies zoning, state requirements. Portal will allow for payment and applicant to print their permit from home.
- **Signs:** Ability to apply and upload documents for a sign permit.

#### IV. Vendor Expectations

Augusta is seeking a Comprehensive Permitting, Licensing and Code Enforcement Regulatory Services System from vendor with the following qualifications:

- Has a history of successful implementation of comparable projects with agencies of similar size and complexity to Augusta.
- It is expected that an appropriate amount of references regarding previous successful implementations will be provided.
- Has a long-term commitment to this industry and has long term viability as a company.
- Has a robust product enhancement strategy for both software functionality and architecture that will keep it current with industry trends, standards, compliance, and regulations without the need for continuous customization by Augusta.
- Can provide an efficient and proven set of implementation services to ensure Augusta leverages the capabilities of the software to implement new business processes and achieve its business goals.
- If providing a hosted solution, the administrator of this system will have the staffing and facilities to support Augusta's security, performance, availability, reliability, disaster recovery, business continuity, and operational requirements.
- Provides high quality, responsive software maintenance and support services for the installed system.

## V. Proposer's Response

This RFP includes detailed information that will enable the Proposers to prepare a detailed response. Proposers should adhere to the specifications as presented and respond accurately and concisely to the questions. Proposers must agree that all responses, supplemental information, exhibits and other documentation can be incorporated into the resulting contract with Augusta. Contract language will be specific as to products and services being provided and cost and will be incorporated by reference or attachment, as appropriate.

**Cost proposals should include a breakdown of one-time costs, recurring costs, and any additional costs related to add-on services by the respondent or third-party services if necessary.**

## VI. Terms and Contractual Schedule

Augusta intends to award a contract for this software solution, including initial implementation services and ongoing maintenance and support. It is anticipated that a contract will be awarded and implementation will begin in the latter part of 2025/2026.

## VII. Confidentiality/Public Knowledge

Any proposal submitted becomes the property of the citizens of Augusta. Proposals submitted by potential vendors is public information and will be provided to the general public, upon demand, after the contract has been awarded, with the exception of confidential financial information provided exclusively for determining the financial stability of a potential contractor. **See the Trade Secret Affidavit. Vendors are required to submit a redacted copy of their RFP submittal for any trade secret information contained in their RFP submittal.**

## SECTION 3 SOFTWARE AND SYSTEM REQUIREMENTS

**For all of the requirements listed on the following pages, the vendor is expected to respond in the column on the right according to the following parameters:**

Response	Description
Y	Vendor is <b>fully</b> compliant with the requirement. If the vendor is partially compliant, they should indicate "N" rather than "Y", and include an explanation.
N	Vendor is not currently compliant with the requirement and does not plan to be compliant for the foreseeable future. Please note that a response of "N" will generally not disqualify a vendor from this competitive process.
M	Software currently does not meet the requirement but this can be done as a modification at no cost.
xxx	Software currently does not meet the requirement but this can be done as a modification for an additional cost. The vendor should indicate in the "xxx" what the estimated cost will be.
F	The software does not meet the requirement but the feature is under development and will be provided at a future date at no additional cost. If this code is used, a date should be supplied as well (e.g. F 8/6/2015).
N/A	Does Not Apply (stated another way: This requirement is not applicable due to the nature of the vendor's specific solution). For example, questions referring to data being hosted offsite would not apply to vendors offering a solution to be served from the Augusta IT computer room.

**Please note: Augusta reserves the right to automatically disqualify for consideration any vendor that is found to have answered these questions falsely with the intent to deceive in order to artificially enhance their chances of becoming the vendor of choice for this project.**

Additionally, some information is supplied in these requirements simply as information to make the vendor aware that there may be further discussion required in later phases of the selection process.

**A. Statement of Scope**

Fully integrated permitting, licensing and code enforcement regulatory services system

**B. Vendor Response to Augusta Software Technology Contract Requirements**

ID	Requirements	Response
<b>IT-1 Database Type and Schema</b>		
IT-1-1	The proposed solution is: 1) An Intranet Browser-Based solution that utilizes a MS SQL Server database. 2) A SAAS solution hosted by the Vendor. 3) Other – Please elaborate.	
IT-1-2	The vendor must provide an updated copy of the production database schemas for the purpose of understanding the system and generating reports. The vendor must provide current updates if/when the schemas change. This includes a data dictionary that explains table and field names, as well as identification of primary and foreign keys.	
IT-1-3	The vendor must provide an API that allows Augusta to query and retrieve data as necessary. If there is any data that cannot be queried or retrieved, please indicate that in your response.	
<b>IT-2 Database features for Archiving, Testing, Restore, and Data Integrity</b>		
IT-2-1	It must be possible to restore a historical backup of the database and do a forward recovery.	
IT-2-2	Editing controls should be in place to protect data integrity by ensuring that incomplete or incorrect data cannot be entered or processed and that entries cannot be processed in the wrong sequence.	
IT-2-3	Software should be able to archive and purge selected information in order to remove historical records that are not required to be retained permanently. Provides the ability to archive/purge based on date range.	
IT-2-4	Vendor should provide for a solution that permits a production environment and a test environment to reside on the same server so that upgrades and service packs can be tested prior to being implemented in production. There shall be no additional license or maintenance fees for the test system as it will be used solely for testing purposes. Augusta certifies that no production work shall take place on this server unless it is through mutual consent with the vendor and recorded in writing.	

<b>IT-3 System Security</b>		
<b>IT-3-1</b>	The system must include security that logs all database transactions, recording user, date and time.	
<b>IT-3-2</b>	Access to the system must be protected by unique user identification codes and passwords.	
<b>IT-3-3</b>	Software must allow assignment of access privileges by user for each system module.	
<b>IT-3-4</b>	The proposed software allows the System Administrator to create user “profiles” that allow granting security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile, which gives them all of the rights of the particular group. They can also change the specific rights for any individual user.	
<b>IT-3-5</b>	Software offers security feature to grant/deny access to software functions for each user. Security should be configurable down to the level of each individual module, menu choice, table, or column, depending on vendor’s system architecture.	
<b>IT-3-6</b>	The software provides the ability to set up a user with inquiry-only access.	
<b>IT-3-7</b>	Software should not require users to have administrative rights to their PC in order to run the program or execute most functions.	
<b>IT-4 Software Architecture and System Integration</b>		
<b>IT-4-1</b>	Software will provide an audit trail of user/date/time when records are added/modified/deleted.	
<b>IT-4-2</b>	More than one user may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.	
<b>IT-4-3</b>	The system should use administrative tables so that common information can be stored in one place and accessed from multiple modules.	
<b>IT-4-4</b>	The system should maintain the ability to export certain data as needed.	
<b>IT-4-5</b>	Any menus, toolbar items, and buttons that are unavailable are grayed out rather than designated by “button/function not available” or other error messages that impede workflow.	
<b>IT-4-6</b>	The system allows data to be shared among the different modules.	
<b>IT-4-7</b>	Software offers the ability to attach scanned or imported documents (in their native format) to records stored in the database. Example: scanned birth certificates, driver’s license, pictures and layouts (in PDF, TIF, JPG, other formats), MS Office documents, etc.	

<b>IT-5 Interfaces</b>		
<b>IT-5-1</b>	The software must have a GUI interface that provides a flexible, menu-driven environment from which the user invokes system functions.	
<b>IT-5-2</b>	Menus in the GUI should have a consistent “look and feel,” meaning a common arrangement of menus, buttons, boxes, etc. that are the same from one menu to another.	
<b>IT-5-3</b>	The proposed software will operate on the latest Windows environment if it is not browser based. If it is browser based, the software should operate within any current browser.	
<b>IT-5-4</b>	Vendor intends to maintain compatibility with future updates / modifications to MS operating systems such that the software will be compatible with updates and service packs within six months after their public release.	
<b>IT-5-5</b>	It is preferred that the software operate from a standard Internet browser (preferably Google Chrome, Mozilla Firefox, or Windows Edge) such that, in most cases, no software is required on the users’ desktop. If a pure browser-based solution is not available, then please describe the solution that your company provides.	
<b>IT-6 Vendor Presentation</b>		
<b>IT-6-1</b>	If selected to present their product to the selection committee, the vendor should be prepared to have all software modules ready for presentation. A vendor may be disqualified if modules / products that are “in development” or otherwise not ready to present or implement are represented as being complete in this RFP.	
<b>IT-6-2</b>	Vendor should make every effort to demonstrate features LIVE in the presentation to effectively illustrate their product. Examples include being prepared to scan and/or print a document if that is an integral part of a business process.	
<b>IT-7 Maintenance and Support</b>		
<b>IT-7-1</b>	Augusta does not expect to pay maintenance on any product in the first year. Billable maintenance will begin on the anniversary of the “go live date.” A response to this question indicating that the vendor will not honor Augusta’s expectation here may result in immediate disqualification.	
<b>IT-7-2</b>	The Vendor provides a toll-free telephone number for technical support. Hours: _____ AM ET to _____ PM ET	
<b>IT-7-3</b>	Please describe levels of technical support and the turnaround time for help desk calls expected at each level. Attach additional sheet(s) as necessary to explain your Service Level Agreement (SLA).	
<b>IT-7-4</b>	Vendor has a semi/bi/annual user group meeting or conference for customers.	
<b>IT-7-5</b>	Upgrades of software are covered under annual maintenance (stated another way: We will not have to re-buy the next version of the software).	
<b>IT-7-6</b>	Vendor shall be on-site during the official “Go-Live” of the software unless Augusta specifically agrees that they need not be present.	

IT-7-7	When vendor personnel are on-site working with Augusta personnel, they shall not send, check, or read email, text-messages, voicemail, phone calls (via cell phones or land lines), pagers, etc. related to other customers or business except in cases of emergency, except during lunch or breaks. If Augusta has paid for vendor personnel to be on-site working with our personnel on our project(s), vendor is expected to be focused on our work.	
<b>IT-8 Vendor Connectivity</b>		
IT-8-1	Vendor must agree to remotely support this technology using Augusta’s chosen platform for VPN access. Augusta’s current vendor access platform is <b>SecureLink</b> . Vendor will agree to register through and use the designated platform for any connection to the Augusta network. Vendor understands that any connection will be recorded and logged by Augusta.	
<b>IT-9 Entirety of Agreement</b>		
IT-9-1	All documents, scopes of work, costs, and activities related to the project are expected to be included as part of the contract signed between Augusta and the chosen vendor. Change Order Management will be explicitly covered under the contract provisions in order to protect Augusta from unexpected costs and to protect the vendor from post-contract additions/requests from Augusta, but as a general rule it is expected that Augusta will have no additional expenses other than what is spelled out in the final contract.	
IT-9-2	All support will be provided entirely by the vendor making this proposal. Augusta desires one point of contact for support for the proposed application(s) rather than dealing with multiple third-party vendors.	
IT-9-3	All training will be provided by the chosen vendor. Please describe how that training will occur and the related costs.	
<b>IT-10 General Technical Requirements</b>		
IT-10-1	The proposed solution is compatible with operating across a wide area network. Please indicate minimum required level of connectivity (DSL, LAN, etc.).	
IT-10-2	Vendor should indicate recommended client workstation requirements.	
IT-10-3	Vendor should indicate the recommended server requirements for various components as necessary (application, database, web, and storage/SAN, etc.)	
IT-10-4	Vendor should include list of specialized equipment required for their solution, to include cards and/or peripherals such as touch screens, cash drawers, receipt printers, microphones, speakers, camera, etc., bar code readers and/or magnetic stripe readers, etc. (as needed / if applicable).	
IT-10-5	Vendor should indicate any third-party software that is required to work with their solution, including plug-ins, DirectX, Java, Adobe software, media players, etc. The version number of each software should be included as well.	
IT-10-6	If Augusta is to host the application, server should operate on a Microsoft Windows-based server.	

<b>IT-10-7</b>	If Augusta is to host the application, server should be capable of operating in a virtual environment. The current Augusta standard is VMWare.	
<b>IT-10-8</b>	If there are mobile features / modules, vendor should provide customer references that are using the modules and be prepared to demonstrate them.	
<b>IT-11 General Report Characteristics</b>		
<b>IT-11-1</b>	All reports within the software have the ability to be viewed on screen, printed, or output as RTF, Excel Spreadsheet, HTML, Text or PDF files. In addition, all reports can be emailed as an RTF, Excel Spreadsheet, HTML, Text or PDF attachment.	
<b>IT-11-2</b>	In addition to the standard reports, a report writer must be available to produce ad-hoc and customized reports. Further, the system must also permit reporting via a third party report writer, such as Crystal Reports, or SQL Report.	
<b>IT-11-3</b>	The Solution should provide both internal and external (public-facing) dashboards and other types of visual data representation. If the system does not provide this capability natively, please respond as to how this requirement would be met.	

<b>GIS-1 Integration</b>		
<b>GIS-1-1</b>	The proposed solution should integrate with the current version of Esri ArcGIS platform, including the ability to consume ArcGIS REST services and/or web maps.	
<b>GIS-1-2</b>	GIS Integration should be in real-time without the need for manual data updates.	
<b>GIS-1-3</b>	The proposed solution should be fully integrated with Augusta's Master Road and Address database (MRAD) to validate and standardize address information, ensuring consistency with official maps and records.	
<b>GIS-1-4</b>	The proposed solution should enable access by GIS to geo-enabled data via API or web service.	
<b>GIS-2 Interface</b>		
<b>GIS-2-1</b>	All addresses entered into any and all modules of the proposed solution should validate against MRAD	
<b>GIS-2-2</b>	The proposed solution should contain a geospatial mapping component to visualize internal data. The map layers are customizable.	
<b>GIS-2-3</b>	The proposed solution should have customizable mapping capabilities with various visualization options (e.g., heat maps, thematic maps, point/line/polygon overlays).	
<b>GIS-2-4</b>	The solution should enable searches by geographic region or proximity.	
<b>GIS-2-5</b>	GIS data should be accessible in the field while using mobile devices.	

## Specific Solution Software Requirements

ID	Requirements	Response
<b>PD-1 Audit Division</b>		
PD-1-1	Cashier Report by Revenue Account: Generate reports on the 10th, 20th, and 30th of each month.	
PD-1-2	Excise Tax Payment Report: Include detailed tracking.	
PD-1-3	Unpaid Fees Report: Automatically identify inconsistencies and miscalculations (e.g., ordinance fees requiring manual entry).	
PD-1-4	Unreported Fees Report: Automate detection of delinquent businesses to eliminate manual review.	
PD-1-5	Inquiries for Alcohol and Business Licenses: Provide a streamlined process for tracking and responding.	
PD-1-6	Gross Revenue Report: Include options for supporting documentation.	
PD-1-7	Credit Card Report: Weekly/Monthly reconciliation report.	
<b>PD-2 Building Division</b>		
PD-2-1	Bulk Inspections/Scheduling Inspection: Enable scheduling, unscheduling, reassigning, or updating multiple inspections finals, and certificates of occupancy simultaneously.	
PD-2-2	Plan Submission and Review: Track plan submissions, review comments, and resubmissions.	
PD-2-3	Fee Calculation: Autogenerate permit fees based on entered information.	
PD-2-4	Inspection Cards: Automatically generate inspection cards for posting at job sites.	
PD-2-5	Certificate of Occupancy/Completion: Automatically create these based on project type and fee completion.	
PD-2-6	Stop Work Orders: Facilitate workflows for issuing and tracking these orders.	
PD-2-7	Storing Documents: Provide a repository for plans, applications, inspection sheets, affidavits, etc.	
PD-2-8	Inspection Scheduling: Allow the department to set a designated number of available inspection times per day based on staffing levels.	
PD-2-9	Online inspection requests tied to available staff and respective trade.	
PD-2-10	Ability to assign cases based on Inspector Areas using GIS data integration	

<b>PD-3 Permitting</b>		
<b>PD-3-1</b>	Architectural Plans and Permit Creation: Track submission, review, and permit status.	
<b>PD-3-2</b>	Plan Routing: Assign plans to available reviewers.	
<b>PD-3-3</b>	Fee Processing: Enable automatic fee calculations and support online and in-person payments. Must possess the ability to tender cash, checks, and credit card payments.	
<b>PD-3-4</b>	Applicant Notifications: Notify applicants of approval, denial, or fees due via email.	
<b>PD-3-5</b>	Stamped Plans: Generate electronically approved and stamped plans.	
<b>PD-3-6</b>	Official Documents: Auto-create certificates of occupancy or completion upon project completion.	
<b>PD-4 Alcohol Licensing</b>		
<b>PD-4-1</b>	Account Creation: Automatically create application numbers upon receipt of applications.	
<b>PD-4-2</b>	License Classifications: Distinguish between license classes and venue types.	
<b>PD-4-3</b>	Workflow Automation: Integrate routing for interdepartmental reviews (e.g., sheriff, health, fire).	
<b>PD-4-4</b>	Fee Calculations and Printing: Automate fee calculations and license printing.	
<b>PD-4-5</b>	Renewals and Compliance: Autogenerate renewal notices and track compliance with ordinances.	
<b>PD-4-6</b>	Ability to assign cases based on Inspector Areas using GIS data integration	
<b>PD-5 Licensing Division</b>		
<b>PD-5-1</b>	Account Creation: Allow accounts to be created based on submitted applications.	
<b>PD-5-2</b>	Document Storage: Store leases, deeds, and contracts.	
<b>PD-5-3</b>	Status Assignment: Automate workflows to track and reassign license statuses.	
<b>PD-5-4</b>	Permit and Violation Checks: Link open permits or violations by tax parcel number.	
<b>PD-5-5</b>	Routing for Inspections: Trigger zoning inspections for new or relocated licenses.	
<b>PD-5-6</b>	Specialty Reviews: Alter workflows for inspections specific to business types (e.g., environmental, personal care homes).	
<b>PD-5-7</b>	Document Finalization: Notify compliance officers for final review of required paperwork.	
<b>PD-5-8</b>	NAICS Codes: Integrate codes reflecting business license types and allow for updates.	
<b>PD-5-9</b>	Annual Renewal Letters: Autogenerate forms and bills for gross revenue and license renewals.	

<b>PD-5-10</b>	Business License Certificates: Enable printable certificates post-approval and payment.	
<b>PD-5-11</b>	Account Closure and Retention: Automate workflows for closing and retaining business licenses.	
<b>PD-5-12</b>	Ability to assign cases based on Inspector Areas using GIS data integration	
<b>PD-6 Code Enforcement Division</b>		
<b>PD-6-1</b>	Case Management: Create and assign cases (e.g., avoiding address duplication).	
<b>PD-6-2</b>	Re-inspections: Allow for independent due dates.	
<b>PD-6-3</b>	Automated Updates: Status and outcomes must update automatically.	
<b>PD-6-4</b>	Violation Letters: Auto-generate letters for violations.	
<b>PD-6-5</b>	GIS Integration: Include mapping for violations by type, assigned areas, and commission districts.	
<b>PD-6-6</b>	Image and Document Storage: Provide preview options for stored photos and documents.	
<b>PD-6-7</b>	Liens: Support creation, tracking, and closing of liens.	
<b>PD-6-8</b>	Fees: Automate calculation of liens and re-inspection fees.	
<b>PD-6-9</b>	Court Outcomes: Track outcomes related to code enforcement cases.	
<b>PD-6-10</b>	Condemnations: Include workflows for issuing and managing.	
<b>PD-6-11</b>	3-1-1 Integration or compatibility: Create an activity for team.	
<b>PD-6-12</b>	Ability to assign cases based on Inspector Areas using GIS data integration	
<b>PD-7 Planning Division</b>		
<b>PD-7-1</b>	Cashiering: Include workflows for site plans and NPDES fees.	
<b>PD-7-2</b>	Zoning-Dependent Workflows: Ensure workflows for business licenses and permits are contingent on zoning approvals.	
<b>PD-7-3</b>	Permit Types: Support for sign permits, personal care, group homes, flood permitting, and historical information tracking.	
<b>PD-7-4</b>	Geo-referencing: Enable data geo-referencing for SUPs.	
<b>PD-8 Mobility and Field Usage</b>		
<b>PD-8-1</b>	Mobile Accessibility: Ensure compatibility with tablets, laptops, phones, and other mobile devices for fieldwork.	
<b>PD-8-2</b>	Inspection Scheduling and Updates: Allow real-time schedule modifications and status updates.	
<b>PD-8-3</b>	Photo Integration: Attach and preview inspection photos directly from the field.	
<b>PD-9 Other</b>		
<b>PD-9-1</b>	Software Installation and Setup: Ensure complete configuration.	
<b>PD-9-2</b>	Template and Form Development: Customize forms for all divisions.	
<b>PD-9-3</b>	Testing: Conduct thorough testing, including acceptance testing.	

<b>PD-10 Training and Maintenance</b>		
<b>PD-10-1</b>	Training: Provide in-depth training for city staff.	
<b>PD-10-2</b>	Maintenance: Include a comprehensive warranty and maintenance plan.	
<b>PD-10-3</b>	Milestone Schedule: Define deliverables and timeline for implementation phases.	
<b>PD-10-4</b>	Ensure reporting requirements as specified in IT-11 for any data elements stored in the system are fully met.	

## **SECTION 4**

### **GENERAL CONDITIONS**

1. As soon as possible, and within 90 days after receipt of proposals, Augusta will notify the successful Proposer (herein after called successful Proposer) of its intent to enter into a contract agreement subject to Augusta approval. Should Augusta require additional time to award a contract, the time may be extended by mutual agreement between Augusta and the successful Proposer. If an Award of Contract has not been made within 90 days from the proposal opening date or within the extension mutually agreed upon, the Proposer may withdraw the proposal without further liability on the part of either party.
  
2.
  - a. Within fifteen (15) days after selection, the successful Proposer will supply Augusta with two signed original Contract Documents for execution. Attached to each document will be the certificate of insurance and proper licenses required by federal, state, or local authorities.
  - b. Within thirty (30) days after receipt of the Contract Documents, Augusta will return all the properly executed documents.
  - c. Should either party require an extension of any of the time limits stated above, mutual agreement between both parties is required.
  
3. The successful Proposer will not commence work under this contract until all insurance described below has been obtained and approved by Augusta.
  - a. **Errors & Omissions**  
The successful Proposer will hold Augusta harmless from any liability arising from acts of omissions of employers or Successful Proposer's subcontractors and shall furnish to Augusta certificates of insurance certifying that the successful Proposer is carrying errors and omissions or professional liability insurance with *minimum* limits of \$1,000,000.00 per claim.
  - b. **Certificates of Insurance:**  
Certificates acceptable to Augusta will be attached to the signed contract documents when they are transmitted to Augusta for execution. These certificates will contain the statement that "Coverage afforded under the policies will not be canceled unless at least thirty (30) days prior to cancellation written notice has been given to Augusta, as evidenced by receipts of Registered or Certified mail."
  
4. **Quantities:**  
None of the various County departments, agencies, or employees, individually or collectively, will be required to purchase any minimum or maximum amount during the life of any contract, or extension thereof, as a result of this RFP.
  
5. **Indemnification:**  
The successful Proposer will indemnify and hold harmless Augusta and its agents and employees from and against all claims, damages, losses and expenses including attorneys' fees arising out of or resulting from the performance of the services, provided that any such claims, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, including the loss of use resulting therefrom; and is caused in whole or in part by any negligent or willful act or omission of the successful Proposer and anyone directly or indirectly employed by the successful Proposer or anyone for whose acts any of them may be liable. In any and all claims against Augusta or any of its agents or employees, by any employee of the successful Proposer, directly or indirectly employed, or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Augusta or under the Worker's Compensation Acts, Disability Benefits Acts or other employee benefits acts.

**6. Notice to Proceed**

The Notice to Proceed will be issued within ten (10) days of the approval of the Contract Agreement by Augusta. If there are reasons the Notice to Proceed cannot be issued within this period, the time may be extended by mutual agreement between Augusta and the successful Proposer. If the Notice to Proceed has not been issued within the ten (10) day period or within the period mutually agreed upon, Augusta may terminate the Contract Agreement without further liability on the part of either party.

**7. Suspension or Termination of Services**

The anticipated contract between the successful Proposer and Augusta can be terminated based on:

- a. County electing, in writing, not to exercise any of its option periods.
- b. Failure of the successful Proposer to perform based on the successful Proposer's bankruptcy, lack or loss of skilled personnel, or disregarding laws, ordinances, rules, regulations or orders of any public body having jurisdiction. Should any single, multiple or all of the above conditions occur, Augusta has the authority to terminate the contract with written notice to the successful Proposer. The successful Proposer is liable for any losses occurring as a result of not abiding by the terms of the agreement.
- c. Either party shall have the right to voluntarily terminate this agreement at any time upon thirty (30) days advance written notice to the other party of its intention to terminate ("termination for convenience"). All correspondence of this nature will be forwarded by certified or registered mail.
- d. Any termination of the successful Proposer's services will not affect any right of Augusta against the successful Proposer then existing or which may thereafter occur. Any retention of payment of monies by Augusta due the successful Proposer will not release the Bidder from compliance with the Contract Documents.

**8. Assignments**

The Proposer shall not assign the whole or any part of this Contract or any monies due or to become due hereunder without written consent of Augusta. In case the successful Proposer assigns all or any part of any monies due or to become due under this Contract, the instrument of assignment shall contain a clause substantially to the effect that it is agreed that the right of the assignee in and to any monies due or to become due to the successful Proposer shall be subject to prior liens of all persons, firms, and corporations for services rendered or materials supplied for the performance of the services called for in this contract.

**9. Laws and Regulations**

The successful Proposer's attention is directed to the fact that all applicable Federal, State and County laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the services shall apply to the contract throughout, and they will be deemed to be included in the contract as though written out in full herein. The successful Proposer shall keep itself fully informed of all laws, ordinances and regulations of the Federal, State, County and municipal governments or authorities in any manner affecting those engaged or employed in providing these services or in any way affecting the conduct of the services and of all orders and decrees of bodies or tribunals having any jurisdiction or authority over same. If any discrepancy or inconsistency should be discovered in these Contract Documents or in the specifications herein referred to, in relation to any such law, ordinance, regulation, order or decree, he shall herewith report the same in writing to Augusta.

The successful Proposer shall at all times observe and comply with all such existing and future laws, ordinances and regulations, and shall protect and indemnify Augusta and its agents against the violation of any such law, ordinance, regulation, order or decree, whether by himself or by his employees. Licenses of a temporary nature, necessary for the prosecution of the services shall be secured and paid for by the successful Proposer.

**10. Notice and Services Thereof**

- a. All notices, demands, requests, instructions, approvals, and claims shall be in writing.
- b. Any notice to or demand upon the successful Proposer shall be sufficiently given if delivered at the office of the successful Proposer specified in this proposal (or at such other office as the successful Proposer may from time to time designate to Augusta in writing), or if deposited in the United States Mail in a sealed, postage-prepaid envelope, or delivered, with charges prepaid, to any telegraph company for transmission, in each case addressed to such office.
- c. All papers required to be delivered to Augusta shall, unless otherwise specified in writing to the successful Proposer, be delivered to *the Management Point-of-Contact*. Any notice to or demand upon Augusta shall be sufficiently given if delivered to the Office of said Management Point-of-Contact or if deposited in the United States Mail in a sealed, postage-prepaid envelope, or delivered with charges prepaid to any telegraph company for transmission, in each case addressed to said *Management Point-of-Contact* or to such other representative of Augusta or to such other address as Augusta may subsequently specify in writing to the successful Proposer for such purposes.

**11. Schedules, Reports and Records**

The successful Proposer shall submit to Augusta schedules, reports, estimates, records and other data as Augusta may request concerning services performed or to be performed.

**12. Changes in the Contract**

a. **Services**

Augusta may at any time, as the need arises, order changes within the scope of the services without invalidating the Contract Agreement. If such changes increase or decrease the amount due under the Contract Documents, or in the time required for performance of the services, an equitable adjustment shall be negotiated culminated by the issuance of a Contract Amendment. *The Management Point of Contact* also, may at any time, by issuing a Contract Amendment, make changes in the details of the services. The successful Proposer shall proceed with the performance of any changes in the services so ordered by *the Management Point of Contact* unless the successful Proposer believes that such order entitles him/her to a change in the fee or time or both, in which event s/he shall give *the Management Point of Contact* written notice thereof within fifteen (15) days after the receipt of the Contract Amendment, and the successful Proposer shall not execute such amendments pending the receipt of an executed Notice to Proceed instruction from Augusta.

Augusta may, when changes are minor or when changes would result in relatively small changes in the Fee or Contract Time, elect to postpone the issuance of a Contract Amendment until such time that a single amendment of substantial importance can be issued incorporating several changes. In such cases, Augusta shall indicate this intent in a written notice to the successful Proposer.

b. **Fee**

The Fee shall be changed only by a mutual agreement by the successful Proposer and Augusta and Augusta approval, transmitted as a Contract Amendment. The successful Proposer shall, when required by Augusta, furnish to Augusta the method and justification used in computing the change in fee as related to the services ordered.

c. **Contract Period**

The Contract Periods shall be changed only by a Contract Amendment. Changes in the services described in a. above and any other claim made by the successful Proposer for a change in the Contract Period shall be evaluated by *the Management Point-of-Contact* and if the conditions warrant, an appropriate adjustment of the Contract Periods will be made contingent on Augusta approval.

d. **Governing Document**

All parties expressly agree that the provisions of the Georgia State Board of Workers Compensation supersede the terms and conditions of this agreement.

**13. Successful Proposer’s Claim**

No claim for additional or other compensation beyond the fees shall be allowable unless the Successful Proposer makes and continuously maintains written demand within thirty (30) days of the occurrence of any event which gives rise to such claim.

**SECTION 5**  
**GENERAL FORMAT FOR RESPONSES**

Responses should be submitted in the format outlined in this section. Augusta reserves the right to eliminate from further consideration any response that is deemed substantially or materially unresponsive to the requests for information contained in this section.

Vendors should use the following outline in organizing the contents of their proposal:

<b>SECTION</b>	<b>CONTENTS</b>
<b>1.</b>	<b>PROCUREMENT DOCUMENTS</b>  All documents required under the Augusta Procurement regulations and procedures, properly executed and notarized as required ( <b>Attachment B and Save Form</b> ). The notary seal shall be visible on the original AND all copies.
<b>2.</b>	<b>LETTER OF INTEREST</b>  The purpose of the Letter of Interest is to provide a description of the Vendor’s ability to meet the requirements of the RFP.
<b>3.</b>	<b>QUALIFICATIONS &amp; EXPERIENCE OF THE FIRM</b>  Provide the company’s primary business interest and/or operations including organization and affiliations.  Firm’s History, Staff Experience & Resumes – All proposers shall provide a brief history of the firm including staff member’s experience, resumes and accomplishments which are relevant to the scope of work stated in this proposal. Include all subcontractors that are to be utilized by your company to perform the scope of services listed in this RFP.  Provide a biographic overview of the Company’s key principals.
<b>4.</b>	<b>ORGANIZATION &amp; APPROACH</b>  Include general information on your organization and management process to include the following: line of authority, who will have overall responsibility for implementation of the project, who will be responsible for ongoing support. The proposal should state who would perform specialized services that may be needed. Include an organizational chart indicating the level of professional seniority of each member.  Provide information on individual as well as related corporate experiences. This information should include all persons the firm proposes to engage in the task, their professional experience and licensing status. Individuals designated as primary responsible parties shall be clearly identified as such.  The Proposer must provide a description of any limitations relative to facilities, staff personnel, on-going projects/contracts, etc.

**5. SCOPE OF SERVICES**

Provide a response to each software and system requirement listed in **Section 3 – Software and System Requirements** of this RFP. Please answer each question individually and provide additional documentation as necessary.

In addition, provide answers to the following questions:

- a. What server operating systems and databases are available for use with the firm’s system?
- b. What are the configuration requirements for all servers proposed (application/database/web)?
- c. What are the firm’s security considerations if they intend to host at their site?
- d. What is the minimum requirement for a client machine?
- e. Provide a diagram showing the relationship of all the recommended technology that the firm is providing for this project (application servers, database servers, web servers, other peripheral equipment, network connections required, etc.).
- f. What does the firm charge for customizations to their system, and will additional funds be charged to upgrade these customizations as new versions of the software are released?
- g. Describe the methodology by which the firm would convert our existing records for inclusion into the proposed system.

**6. CONTRACTUAL REQUIREMENTS**

- a. Describe the contractual requirements for the service (i.e., such as term of the contract; return policy for defective product, early termination penalty, etc.). Because Augusta is exempt from federal excise tax and 911 fees, all contracts must reflect this status.
- b. Provide a statement regarding willingness and ability of the firm to acquire a Performance Bond worth not less than the amount of the project for which the vendor is responsible (to include software licenses, project management, etc.) if selected.
- c. Please include a copy of your general customer contract as part of your proposal. This will not be counted toward any page limits.

**7. FINANCIAL STABILITY**

Provide financial information that would allow proposal evaluators to ascertain the financial stability of the Proposer.

- a. If a public company, include a recap of the most recent audited financial report.
- b. If a private company, provide a recap of the most recent internal financial statement; and a letter, on the financial institution’s letterhead, stating financial stability.
- c. Is there, or within the latest three (3) years has there been, any litigation or governmental or regulatory action pending or threatened against your organization that might have a bearing on your ability to provide services to ARC? If so, identify and describe each such lawsuit or proceeding.
- d. Identify any and all lawsuits filed during the past five (5) years in which a business or government customer of your organization has claimed that your organization failed to properly provide any aspect of the type of services requested by this RFP.

**NOTE: Financial Stability is part of the evaluation criteria. Failure to include the requested information will impact your evaluation score. You may mark the information as confidential. See the Trade Secret Affidavit. Vendors are required to submit a redacted copy of their RFP submittal for any trade secret information contained in their RFP submittal.**

**8. REFERENCES**

All proposers shall include the name, address, e-mail, fax and telephone numbers of **at least three (3) customers**. References should be organizations of comparable size, should have been using the proposed software for at least one year, and should have a situation similar to that which you are proposing for Augusta. **Provide the reference contact name, address, email address, telephone numbers and date of the contract.**

**9. FEE PROPOSAL**

**Fee proposal is to be submitted in a separately sealed envelope. Fee proposal must be sealed and labeled on the outside of the package to clearly indicate that it is in response to RFP #25-167 Permitting, Licensing and Code Enforcement Regulatory Services System**

The fee proposal is a simple document, no longer than three (3) pages in length, that describes the pricing model and provides a final price subject to any changes that might occur during contract negotiation. The proposal should provide a cost breakdown by category (dollars per module, dollars per license, manhours to implement, customization cost, etc.).

A sample fee proposal is provided below (items marked with a \* are **required**):

Item	Cost
<p><b>Software/Solution Cost*</b></p> <p>Indicate Per Seat Cost, Cost Per Module, Tentative Customization Costs (based on this RFP), Other as needed.</p>	
<p><b>Management/Implementation Cost*</b></p> <p>Include hours, travel, lodging, meals, etc.</p>	
<p><b>Training Cost*</b></p>	
<p><b>Conversion of Existing Data*</b></p>	
<p><b>Annual Support (starting 2<sup>nd</sup> year)*</b></p>	
<p>Hardware Costs</p> <p>Augusta reserves the right to purchase hardware from our own sources, but the vendor is asked to denote all of the equipment required to implement their solution so that Augusta IT staff can do hardware cost estimates. If specific equipment is necessary for your solution, please provide costs for those as well. Include servers, mobile devices, or other equipment recommended for use with the vendor’s solution.</p>	
<p><b>Total</b></p>	

## SECTION 6 PROPOSAL REQUIREMENTS

**The Proposer will submit one (1) original and seven (7) copies of its service proposal and an original and seven (7) copies of its fee proposal. All proposals shall be 8 ½ x 11 format with all standard text fonts no smaller than 12 points.** The original is to be unbound with a non-permanent form of binding such as a binder clip. Each of the seven (7) copies of the proposal shall be one sided copies and shall be spiral bound or bound with some other secure and permanent form of binding. Failure to follow the required format may result in your organization’s proposal being rejected as non-responsive to this process and ARC may exercise that right at its sole discretion. The successful proposal will have at a minimum, the following features:

- **The proposal shall be no more than sixty (60) pages in length**, excluding cover letter, required forms, tabs and appendices.
- If the proposal includes any information in addition to the specific information requested in the RFP, it should be included as an appendix to the proposal.
- Proposals should be prepared simply and economically, providing a straightforward, concise description of offeror’s capabilities to satisfy the requirements of the RFP.
- The firms shall provide a **FEE PROPOSAL that includes all items that are required to provide the services requested**. No additional expenses will be paid by Augusta, Georgia in association with the execution of this project outside of the agreed upon fee proposal.
- Minimum insurance requirements and the Indemnity clause are listed in **Appendix A**.
- **Fee proposal must be sealed and placed in a separate sealed envelope labeled on the outside of the package to clearly indicate that it is a response to RFP #25-167 Permitting, Licensing and Code Enforcement Regulatory Services System**
- **When in the best interest of Augusta, Georgia, Augusta reserves the right to request additional information and to request a “Best and Final” offer.**
- Each proposal will be evaluated using the following criteria of evaluation.



## SECTION 7 CRITERIA FOR EVALUATION

### Evaluation Process

All proposals will be evaluated by an Augusta, Georgia Selection Committee (Committee). The Committee may be composed of Augusta, Georgia staff and other parties that may have expertise or experience in the services described herein. The Committee will review the submittals and will rank the proposers. The evaluation of the proposals shall be within the sole judgment and discretion of the Committee. All contacts during the evaluation phase shall be through the Augusta, Georgia Procurement Office only. Proposers shall neither contact nor lobby evaluators during the evaluation process. Attempts by Proposer to contact members of the Committee may jeopardize the integrity of the evaluation and selection process and risk possible disqualification of Proposer.

The Committee will evaluate each proposal meeting the qualification requirements set forth in this RFP. Proposers should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments may be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of Augusta, Georgia's requirements as set forth in this RFP.

The selection process may include oral interviews. The consultant will be notified of the time and place of oral interviews and if any additional information that may be required to be submitted.

Cumulative Scores will include the total from Phase 1 and Phase 2. It is the intent of the Owner to conduct a fair and comprehensive evaluation of all proposals received. **The contract for this project/service will be awarded to the proposer who submitted a proposal that is most advantageous to the Owner.**

### Evaluation Criteria

Proposals will be evaluated according to each Evaluation Criteria, and scored on a zero to five point rating. The scores for all the Evaluation Criteria will then be multiplied according to their assigned weight to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project/service is five hundred (500) points.

Rating Scale		
0	Not Acceptable	Non-responsive, fails to meet RFP specifications. The approach has no probability of success. For mandatory requirement this score will result in disqualification of proposal.
1	Poor	Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving project/service objectives per RFP.
2	Fair	Has a reasonable probability of success, however, some objectives may not be met.
3	Average	Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.
4	Above Average/Good	Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations.
5	Excellent/Exceptional	Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification.

The Evaluation Criteria Summary and their respective weights are as follows:

**1. Completeness of Response (Pass/Fail)**

- a. Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration. Responses that are rated a Fail and are not considered may be picked up at the delivery location or returned to the vendor (at vendor's expense). Please provide shipping instructions and/or fees upon the completion of the competitive process.

**Conflict of Interest Statement (Pass/Fail)**

- b. Discloses any financial, business or other relationship with the Augusta, Georgia that may have an impact upon the outcome of the contract or the construction project/service.
- c. Lists current clients who may have a financial interest in the outcome of this contract or the construction project/service that will follow.
- d. Discloses any financial interest or relationship with any construction company that might submit a bid on the construction project/ service.

**2. Qualifications & Experience (15 points)**

- a. Relevant experience, specific qualifications, and technical expertise of the firm and sub-consultants/proposers to conduct the required services as listed in this RFP and adhering to all required license requirement for federal, state and local services.

**3. Organization & Approach (10 points)**

- a. Describes familiarity of project/service and demonstrates understanding of work completed to date and project/service objectives moving forward.
- b. Roles and Organization of Proposed Team
  - i. Proposes adequate and appropriate disciplines of project/service team.
  - ii. Some or all of team members have previously worked together on similar project/service(s).
  - iii. Overall organization of the team is relevant to Augusta, Georgia needs.
- c. Project and Management Approach
  - i. Team is managed by an individual with appropriate experience in similar project/services. This person's time is appropriately committed to the project/service.
  - ii. Team successfully addresses all requirements of this RFP.
  - iii. The team and management approach responds to project/service issues. Team structure provides adequate capability to perform both volume and quality of needed work within project/service schedule milestones.
- d. Roles of Key Individuals on the Team
  - i. Proposed team members, as demonstrated by enclosed resumes, have relevant experience for their role in the project/service.
  - ii. Key positions required to execute the project/service team's responsibilities are appropriately staffed.
- e. Working Relationship with Augusta, Georgia
  - i. Team and its leaders have experience working in the public sector and knowledge of public sector procurement process.
  - ii. Team leadership understands the nature of public sector work and its decision-making process.

**4. Scope of Work (40 points)**

Companies' ability to provide a software system requested in the specifications to include the responses to the chart listed in **Section 3 Software and System Requirements. To also include the following:**

- a. Proposed software product satisfies all technical and functional requirements listed in this RFP.
- b. Proposed software product is demonstrably user-friendly for all user roles.

**5. Financial Stability (5 points)**

Provide financial information that would allow proposal evaluators to ascertain the financial stability of the Proposer.

- a. If a public company, include a recap of the most recent audited financial report.
- b. If a private company, provide a recap of the most recent internal financial statement; and a letter, on the financial institution’s letterhead, stating financial stability.
- c. Is there, or within the latest three (3) years has there been, any litigation or governmental or regulatory action pending or threatened against your organization that might have a bearing on your ability to provide services to ARC? If so, identify and describe each such lawsuit or proceeding.
- d. Identify any and all lawsuits filed during the past five (5) years in which a business or government customer of your organization has claimed that your organization failed to properly provide any aspect of the type of services requested by this RFP.

**NOTE: Financial Stability is part of the evaluation criteria. Failure to include the requested information will impact your evaluation score. You may mark the information as confidential. See the Trade Secret Affidavit. Vendors are required to submit a redacted copy of their RFP submittal for any trade secret information contained in their RFP submittal.**

**6. References (5 points)**

Provide as reference the name of at least three (3) agencies you currently or have previously consulted for in the past three (3) years.

**7. Presentation by Team - Optional (10 points)**

Team presentation conveying project/service understanding, satisfactory software functionality, communication skills, innovative ideas, critical issues and solutions.

**8. Q&A Response to Panel Questions - Optional (5 points)**

Proposer provides responses to various interview panel questions.

**9. Cost/Fee Proposal (10 points) Enclosed in a separate sealed envelope.**

Will NOT be disclosed in any part of the RFP.

- a. Lowest Fee            10
- b. Second                6
- c. Third                   4
- d. Fourth                2
- e. Fifth                   1

Weighted scores for each Proposal will be assigned utilizing the table below:

Phase 1				
No.	Evaluation Criteria	Rating (0-5)	Weight	Score (Rating * Weight)
1	Completeness of Response <ul style="list-style-type: none"> <li>• Package submitted by the deadline</li> <li>• Package is complete (includes requested information as required per this solicitation)</li> <li>• Attachment B is complete, signed and notarized</li> </ul>	N/A	Pass/Fail	Pass/Fail
2	Qualifications & Experience		15	
3	Organization & Approach		10	
4	Scope of Work - Companies' ability to provide a software system requested in the specifications to include the responses to the chart listed in Section 3 Software and System Requirements. To also include the following: <ul style="list-style-type: none"> <li>a. Proposed software product satisfies all technical and functional requirements listed in this RFP.</li> <li>b. Proposed software product is demonstrably user-friendly for all user roles.</li> </ul>		40	
5	Financial Stability		5	
6	References		5	
Phase 2 - Any Vendors that Receive Less Than a 3 Ranking in Any Category will not be considered for Phase 2		Rating (0-5)	Weight	Score (Rating * Weight)
8	Presentation by Team		10	
9	Q&A Response to Panel Questions		5	
10	<b>Cost/Fee Proposal Consideration</b> <ul style="list-style-type: none"> <li>a. Lowest Fee           10</li> <li>b. Second                 6</li> <li>c. Third                   4</li> <li>d. Fourth                 2</li> <li>e. Fifth                    1</li> </ul>		10	
<b>Total:</b>			100	

Proposals will be evaluated according to each Evaluation Criteria, and scored on a zero to five point rating. The scores for all the Evaluation Criteria will then be multiplied according to their assigned weight to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project/service is five hundred (500) points.

## **SECTION 8**

### **SELECTION PROCESS**

#### **EVALUATION PROCESS:**

A Selection Committee will review all proposals submitted in response to this RFP. The selection committee will rank the firms based upon cost as well as the quality and content of their proposal.

Each response to this RFP shall be subject to the same review and assessment process. Proposals will be evaluated and ranked on the basis of points awarded by an evaluation committee. A description of the factors which will be analyzed, and the relative weight accorded is included in the specifications. Augusta will not consider the proposal of any Offeror who lacks accreditation or authorization to provide the Services requested.

#### **Phase One Criteria (Identify short listed offerors only)**

The Interim Procurement Director, in consultation and upon the recommendation of the head of the using agency, shall select from among the offerors no less than three (3) offerors (the "short-listed offerors") deemed to be the most responsible and responsive; provided, however, that if three (3) or less offerors respond to the solicitation, this requirement will not apply. The selection of the short-listed offerors shall be made in order of preference. From the date proposals are received by Interim Procurement Director through the date the contract is awarded, no offeror may make substitutions, deletions, additions or other changes in the configuration or structure of the offeror's teams or members of offeror's teams prior to award.

It is the intent of the Owner to conduct a fair and comprehensive evaluation of all proposals received. The contract will be awarded to the proposer who submitted a proposal that is most advantageous to the Owner.

Your team will be evaluated on the basis of how well your firm and its individual professionals meet the criteria outlined including general and specific selection criteria. **Based on the Evaluation Criteria, Augusta reserves the right to select more than one firm to provide the requested services. Please submit your proposal in a concise written tabulated format, indexed and organized. The recommended firm and contract will be presented to the Augusta Commission for final approval.**

Each submittal must respond to the requested information for each section.

#### **Phase Two Criteria**

(Rank the company that best address scope of service/ technical proposal as outlined in the specifications to be in the best interest of Augusta, Georgia).

After an initial screening process, a technical question and answer conference or interview will be conducted, if deemed necessary, to clarify or verify the offeror's proposal and to develop a comprehensive assessment of the proposal. Offerors will present their proposals and demonstrate their offered products to the Evaluation Committee. This process will result in the selection of the successful vendor who, through contractual agreements will undertake the scope of work.

#### **PRICE PROPOSALS**

Price is not the driving factor of this award and shall be considered as follows: In making this decision, the Using Agency and the Procurement Director shall take into account the estimated value, the scope, the complexity and the professional nature of the services to be rendered. Should the Using Agency and the Procurement Director

be unable to negotiate a satisfactory contract with the offeror considered to be the most responsible and responsive at a price for the Using Agency and the Procurement Director determines to be fair and reasonable to Augusta, Georgia; negotiations with that offeror shall be terminated. The Using Agency and the Interim Procurement Director shall then undertake negotiations with the second most responsible and responsive short-listed offeror. If negotiations with the second most responsible and responsive short-listed offeror are unsuccessful, negotiations shall be terminated and the Using Agency and the Interim Procurement Director shall then undertake negotiations with the third most responsible and responsive short-listed offeror. Should Using Agency and the Interim Procurement Director be unable to negotiate a contract with any of the short-listed offerors, the Using Agency and the Procurement Director and the using agency may select from the additional offerors that were not short-listed in order of their responsibility and responsiveness and the Using Agency and the Interim Procurement Director may continue negotiations in accordance with this section until an agreement is reached.

Price information shall be separated from the proposal in a sealed envelope and opened only after the proposals have been reviewed and ranked. The names of the respondents will be identified at the proposal opening; however, no proposal will be handled so as to permit disclosure of the detailed contents of the responses until after award of contract. A record of all responses shall be prepared and maintained for the files and audit purposes.

While cost is not the driving factor, the committee will also review qualifications and past performance.

***Final negotiations and letting the contract.*** The Committee shall rank the technical proposals, open and consider the pricing proposal. Award shall be made or recommended for award through the Augusta, Georgia Administrator, to the most responsible and responsive offeror whose proposal is determined to be the most advantageous to Augusta, Georgia. No other factors or criteria shall be used in the evaluation. The contract file shall contain a written report of the basis on which the award is made/recommended. The contract shall be awarded or let in accordance with the procedures set forth in this Section and the other applicable sections of this chapter.

## **Final Selections**

The Evaluation Committee will present their recommendation to the appropriate oversight committee for review and recommendation. The Augusta Board of Commissioners will make the final decision.

**Price shall be submitted in a separate sealed envelope** with the following information on the outside of it: **Fee Proposal for RFP 25-167 Permitting, Licensing and Code Enforcement Regulatory Services System.**

**When in the best interest of the Augusta, Georgia, Augusta reserves the right to request additional information and to request a “Best and Final” offer.**

# Minority and Woman Owned Business Enterprise Program (M/WBE) Goal Waiver

The Minority and Woman Owned Business Enterprise Program (M/WBE) provides for goals to be set for Minorities and Women on all applicable Augusta, Georgia procurements over \$300,000 in value.

After careful review of the specific work categories available on this procurement and a review of the MBE and WBE firms available to perform a CUF on this procurement, the Goal Setting Committee has determined that neither a MBE nor WBE goal could be placed on this procurement. **As such, the M/WBE Waiver applies** and therefore, the M/WBE goal for this procurement is:

0 %

As a result of the M/WBE Goal on this procurement being ZERO, no M/WBE goal documents are required as a part of the procurement process. However, even when a solicitation does not contain a M/WBE goal (or the goal is set at zero), each Bidder must negotiate in good faith with each minority and woman owned business that responds to the Bidder's solicitation and each minority and woman owned business that contacts the Bidder on its own accord. All successful bidders are required to collect and maintain all records necessary for Augusta to evaluate the effectiveness of its M/WBE Program.

**NO RESPONSE LETTER**

**Please Submit By Response Due Date**

<b>RFP Item #25-167</b>	<b>Permitting, Licensing and Code Enforcement Regulatory Services System</b>	<b>Due: Friday, April 25, 2025 @ 11:00 a.m.</b>
-------------------------	--	---

To: **Augusta, Georgia - Procurement Department**

This is to certify that \_\_\_\_\_, will not be submitting a response to the above referenced solicitation document prepared by Augusta Procurement Department.

Reason(s) for No Submission:

\_\_\_ Unavailability of required resources

\_\_\_ Prior commitments

\_\_\_ Inadequate anticipated funding Level

\_\_\_ Project Duration

\_\_\_ Potential conflict of interest

\_\_\_ Duplication of ongoing effort

\_\_\_ Other (please explain)

\_\_\_\_\_  
\_\_\_\_\_

**Authorized Representative:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_