

Department of Purchasing & Contracting  
1300 Commerce Drive, 2<sup>nd</sup> Floor  
Decatur, Georgia 30030  
Fax: (404) 371-7006

October 31, 2023

Request for Information No. 23-200014

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## **I. Introduction**

DeKalb County, Georgia, acting through its Planning and Sustainability Department, is soliciting information from potential vendors relating to permitting solutions. The County will use this Request for Information (RFI) to learn about organizations in the industry and their products and services to identify potential permitting solutions that could fit the needs of the County. The data gathered will be used to develop internal knowledge, formulate end product specifications and pricing structures, and create end product procurement using either a Request for Proposals (RFP) or an Invitation to Bid (ITB). This RFI is issued for informational and planning purposes only and will not result in a contract award.

## **II. Background**

As of 2021, the DeKalb County, Georgia's population grew to approximately 757,718 people, reflecting a diverse and growing community.

The County:

- Conducts an average of 30,617 trade inspections annually, demonstrating a commitment to ensuring the safety and quality of local businesses.
- Performs an average of 10,637 building inspections annually, underscoring the importance of maintaining and improving the local built environment.
- Issued a total of 4,341 business licenses, including new licenses and renewals, showcasing the entrepreneurial spirit and economic activity within the region.
- Issues an average of 16,551 permits annually, reflecting a dynamic and vibrant environment where construction and development play a significant role in the local economy.
- Conducts an average of 11,086 environmental inspections annually, indicating a commitment to environmental stewardship and sustainability.

### **III. Request for Information**

Responders should provide responses to the following and in the order listed:

**A. Company Background and Qualifications:**

1. A cover letter with a brief overview of company, including business address, size, history, experience in providing permitting solutions, competitive advantage(s), and a single point of contact (name, title, email and phone number).
2. At least three (3) references from organizations that have implemented your permitting solution. Responders may use the attached Contractor Reference and Release Form to fulfill this requirement.
3. Case studies or success stories demonstrating the effectiveness of your solution.

**B. Features and Functionality:**

1. What are the key features and modules of your permitting solution?
2. Does your solution support multiagency permitting processes?
3. Does your solution support multiple merchant ID processing?
4. How does your solution handle complex permitting workflows and approval processes?
5. Can your solution integrate with existing systems such as ESRI GIS or ONBASE document management systems?
6. Does your product offer a tablet-based solution for its field inspectors, including the capability to work offline when cellular connectivity is not available?
7. Does your solution provide or integrate with an automated call-in scheduler for field inspectors, fire department, and code inspectors?

**C. User Experience and Interface:**

1. Can you provide screenshots or a demo of your solution's user interface?
2. Does your solution offer customization options to tailor the interface to your customer's needs?
3. How easy or complex is it to modify GUI interfaces (i.e. data entry screens)?
4. What tools are available?
5. Can you describe the user interface and the citizen's experience into your permitting solution? How user-friendly and/or intuitive is it?

**D. Data Management and Reporting:**

1. How does your solution handle data management, including data capture, storage and retrieval?
2. What reporting capabilities does your solution provide?
3. Can it generate standard reports or create custom reports such as ad-hoc reports?
4. Does your solution support real-time tracking and monitoring of permit applications and statuses?

**E. Integration and Compatibility:**

1. Can your solution integrate with other software systems commonly used, such as ORACLE Financial or any CRM systems?

2. What protocols and standards does your solution support for data exchange and interoperability?
- F. Security and Compliance:
1. How does your solution ensure the security and confidentiality of sensitive permit-related data?
  2. Does your solution comply with industry standards and regulations, such as GDPR or HIPAA, if applicable?
  3. Does your system support SSO/MFA?
- G. Implementation and Support:
1. What is your implementation process, and how long does it typically take to deploy your permitting solution?
  2. What training and support options do you provide to ensure a successful implementation and ongoing usage?
  3. Does your implementation provide tailored training documentation for the implemented solution?
- H. Cost Estimation:
1. What is the approximate cost of your permitting solution, including licensing, implementation, and ongoing maintenance?
  2. Are there any additional costs we should be aware of, such as customization, training or support fees?
- I. Timeline and Implementation:
1. How long does it typically take to implement your permitting solution from the initial set up to full deployment?
  2. Are there any factors that can impact the implementation timeline, such as data migration or system integration?
- J. Scalability and Expansion:
1. Can your solution accommodate our organization's future growth and increasing permitting demands?
  2. Are there any limitations or additional costs associated with scaling up the solution in terms of user capacity or system performance?
- K. Licensing and Usage:
1. How is your permitting solution licensed?
  2. Is it based on the number of users, permits, or any other metrics?
  3. Are there any usage restrictions or additional charges for accessing the solution from multiple locations or devices?
- L. Maintenance and Upgrade:
1. What is your approach to maintain and upgrading the permitting solution over time?
  2. Are there any ongoing maintenance fees or charges for future upgrades to newer versions of the software?

M. Return on Investment (ROI):

Can you provide any information or calculations regarding the potential ROI or cost savings that organizations typically achieve by using your solution?

N. Infrastructure:

Is your solution cloud hosted, vendor hosted or hybrid?

O. System Administration:

1. Assuming we will have some responsibility for System Administration after go-live, what level of technical expertise is needed in order to facilitate workflow configuration changes?
2. What platform/framework is your system built on?

**IV. Due Date**

Responses must be received no later than 5:00 pm EST on December 6, 2023.

**V. Submittal Requirements**

All responses must be submitted electronically via email to Crystal Creekmore at [ccreekmore@dekalbcountyga.gov](mailto:ccreekmore@dekalbcountyga.gov). Responses shall be limited to twenty-five (25) single-sided pages, not including exhibits, attachments or samples. The entire submittal shall consist of a single portable document format (pdf) file attached to the responder's email. Proprietary, confidential or sensitive information should not be included unless clearly marked as such.

Thank you for your interest in doing business with DeKalb County Government.

Sincerely,

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Crystal Creekmore, MBA, CPPB  
Procurement Manager – Team A  
Department of Purchasing and Contracting

Attachment:  
Contractor Reference and Release Form

**CONTRACTOR REFERENCE CHECK AND RELEASE FORM**

List below at least three (3) references, including company name, contract period, contact name, email address, telephone numbers and project name of individuals who can verify your experience and ability to perform the type of services listed in the solicitation.

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

Company Name	Contract Period		
Contact Person Name and Title	Telephone Number (include area code)		
Complete Primary Address	City	State	Zip Code
Email Address	Fax Number (include area code)		
Project Name			

**REFERENCE CHECK RELEASE STATEMENT**

You are authorized to contact the references provided above for purposes of this RFI.

Signature \_\_\_\_\_ Title \_\_\_\_\_

Company Name \_\_\_\_\_ Date \_\_\_\_\_