

Request for Proposals/Quote (RFP/Q) Permit and inspection management system

Introduction

The City of St. Louis Park, Minnesota, is seeking proposals from qualified vendors for the purchase of a permit and inspection management system (PIMS) application, with implementation to be completed by June 30, 2027. The objective of this RFP/Q is to solicit proposals and quotes for a PIMS application that meets the city's requirements for functionality, security, excellent internal and external user interface and cost-effectiveness. The chosen vendor will be responsible for the provision, implementation and support of the PIMS application. The city currently uses a propriety PIMS application provided through a local government consortium, ProjectDox for online submission and review of plans, and Laserfiche for document storage.

About the city

St. Louis Park, Minnesota, is a first-ring community located immediately west of Minneapolis with about 50,000 residents. The PIMS application will be used for several city functions, including:

- Issuing construction project permits
- Inspecting new construction and remodeling for compliance with Minnesota State Building Code standards
- Conducting point-of-sale property inspections
- Licensing for a wide variety of functions
- Enforcing city code provisions related to property maintenance, nuisance and zoning
- Inspecting multifamily rental units and non-owner-occupied one- and two-family homes
- Issuing right of way and erosion control permits – 311 and 26 in 2025, respectively
- Accommodating 70-80 internal users currently, with limited demand for more
- Overall, the city issued 2,600 permits/applications through its current system in 2025
- Over nine years 6,200 users created accounts, mostly external customers.

Scope of work

The scope of work includes the following. Submitted proposals should confirm this scope or offer suggested modifications.

System implementation

- Project planning and management
- System configuration and customization
- Data migration from legacy systems
- Integration with existing third-party applications
- User acceptance testing (UAT)
- System deployment and go-live support

Training and support

- End-user training
- System administration training
- Post-implementation support
- Ongoing maintenance and upgrades
- Ability to support future integration with new systems

Qualifications

Vendors must demonstrate the following qualifications:

- Experience in implementing permit and inspections management systems for municipalities or similar public sector entities
- Strong project management capabilities
- Proven track record of successful permit and inspections management implementations
- Technical expertise in integration with the city's existing software applications
- Availability of local or regional support resources

City roles

The proposal should define the consultant's expectations regarding city staff's role in the project under their proposal. The project leads are Jacquie Smith, communications and technology director, and Sean Walther, deputy community development director. The city has organized an internal interdisciplinary workgroup to help inform this process and aid in the execution of key goals and activities.

Proposal requirements

Proposals shouldn't exceed 25 pages, including attachments, and should include the following elements:

Executive summary

- Overview of the proposed solution
- Key benefits and differentiators

Company profile

- **Firm(s):** Identify the lead firm and any subconsultant firms represented in your proposal. Provide a brief history and overview of your firm including length of time doing business.
- **Team leadership and key personnel:** Identify the role and qualifications/experience for key staff members who will provide service on this project.
- **Relevant experience:** Identify five past projects that are a good example of proposed services as it relates to this project. For each, provide a case study that includes:
 - Scope of project
 - Business processes that were improved
 - Description of challenges faced
 - Lessons learned
 - Summary of client's current situation
- **References:** Include name, title, organization, phone number and email for at least three of the clients identified in five past projects, who can speak to their experience working with your company and staff members on your team. Letters of recommendation are strongly encouraged, and references will be contacted before the city award and/or executes a contract.

Technical proposal

- Explain your approach to helping the organization improve its permit and inspection management processes. Provide the following:
 - Summary of process
 - Agendas for meetings
 - Example deliverables
 - Training documentation
 - User communications/change management documents
- Prepare a schedule showing key phases, deliverables and milestones for the project.
- Describe the data migration strategy and tools.
- Integration capability with a variety of existing software applications, including ProjectDox, Laserfiche, ArcGIS, InvoiceCloud, OpenGov budgeting, JDE Enterprise interface processing capabilities, and Office365 applications; and the city's property data system that is proprietary software provided by a local government consortium.
- Address criteria provided under "Evaluation process"
- Address ownership and portability of data entered in the system.
 - *Note: The city expects to retain control of the data it enters in the PIMS application and to have the ability to export the data without vendor involvement, either for its own purposes or transfer to a different PIMS application.*

Budget

- Provide a not-to-exceed cost proposal that shows:
 - Fees per task
 - Total hours, and hours per task for each key role/staff person
 - Reimbursable expenses
 - Description of contract options, including multiyear contract options with any corresponding price increase protections or discounts
 - Detailed pricing for software licenses, including whether licenses are per user, per device, enterprise or another model.
 - Detailed pricing for implementation services, training and ongoing support
- Provide a proposed, phased payment plan, with final payment scheduled after "go live" and acceptance of system by city. Payments should be based on milestones, not on time.

Support and maintenance

- Post-implementation support plan
- Maintenance and upgrade policy
- Service level agreement (SLA) with terms and remedies
- Written documentation, resources and training for new finance users and for end-users (both internal and external).

Other

- Proposers may offer ideas and services outside the scope of services; however, all such exceptions should be specifically noted and explained.
- Any other relevant information that supports the submitted proposal.

Instructions for proposal/quote submission

All correspondence, questions and proposals/quotes should be submitted by email to Jacque Smith, communications and technology director, jsmith@stlouisparkmn.gov, and Sean Walther, deputy community development director, at swalther@stlouisparkmn.gov.

Timeline

The following is the anticipated proposal and project timeline. Dates are subject to change.

- RFP/Q questions due: April 22, 2026, by 4 p.m.
 - City staff will respond in writing to questions. Questions and answers will be distributed by email by 4 p.m. April 29, 2026, to all potential proposers of which we are aware.
- Proposals due May 6, 2026, by 4 p.m.
- Proposal evaluation: May 7 – May 14, 2026
- Proof of capability/product demos and interviews (virtual): May 18 – 21, 27, 28, 2026
- Follow up with vendors: early June 2026
- Vendor selection: by June 12, 2026
- Contract negotiations: June 15 - 30, 2026
- Initial planning meeting: Mid July – early August 2026
- Implementation preparation: August – December 2026
- Implementation: January – May 2027
- Go live: No later than June 30, 2027
- Acceptance/ final implementation payment: by Dec. 31, 2027

Evaluation criteria

In addition to what's listed above in this RFP/Q, proposals will be evaluated based on the following criteria:

Proposal response

- Compliance with RFP/Q requirements
- Quality, clarity and responsiveness of proposal
- References

Technical capability

- Integration capability with a variety of existing software applications, including ProjectDox, Laserfiche, ArcGIS, InvoiceCloud, OpenGov budgeting, JDE Enterprise interface processing capabilities, and Office365 applications; and the city's property data system that is proprietary software provided by a local government consortium.
- Proven technical ability to design, install and support the proposed system
- Hosting approach (cloud-based, vendor hosted, on premise, etc.)
- Ownership and portability of data entered in the system. Demonstrated ability to work in a cooperative and collaborative manner with clients
- Compliance with WCAG 2.1 A & AA digital accessibility requirements, including accessibility conformance report (ACR)

Project management

- Provide a single point of contact for entirety of project

- Well-thought-out timeline and roadmap for “go live” that includes an agreed-upon phased approach (to be finalized during contract negotiations).
- Ability to support and coach staff in change management prior to implementation
- Dedicated staff to train city staff to use the new system

Responsiveness and availability

- Ability to dedicate resources, including one point of contact, to the project
- Capacity to meet the project's demands.
- Willingness to prepare a contract in accordance with the city’s professional services agreement (see sample in Appendix B) and to negotiate language to be mutually agreeable to both the city and the vendor
- Ability to execute a contract in a timely manner
- Commitment to continually evolve the system to remain current with industry best practices.

Cost

- Ability to offer competitive pricing in direct correlation to RFP requirements.
- Member of a state or federal purchasing cooperative for public agencies
- Anticipated value and price
- Perceived risk or lack thereof
- Company financial stability

Proof-of-capabilities sessions

Once proposals are evaluated, qualified submitters will be invited to provide proof-of-capabilities sessions responding to scripted scenarios developed by the city to evaluate product functionality. Examples of capabilities that may be evaluated include the following. Additional items may be added.

User experience

- Applicant experience and ease of use, including evaluation of customer portal
- Online payment option

Integration

Effective integration with:

- Laserfiche
- ArcGIS
- Cartegraph
- ProjectDox
- Office365
- JDE
- OpenGov
- Invoice Cloud
- Property data system

Behind the scenes

- Ability to transition data from legacy to new system successfully
- Flexible reporting capabilities, including daily and monthly reconciliation reports for finance

- Document management, including integration with Laserfiche
- Workflow automation for improved staff experience
- Support and training for staff
- Ongoing updates and flexibility to change operations based on customer/user feedback

Additional features

- Right of way permitting, mapping capability and streamlined approval process
- AI-assisted plan review and other AI integrations
- Mobile inspection tools

General

Cost liability

The City of St. Louis Park is not liable for any cost incurred by the prospective firms prior to the signing of the contract.

Right to reject bids

The City of St. Louis Park reserves the right to award the total proposal, to reject any and all proposals in whole or in part, and to waive any informality or technical defects, in the city's judgment. In determination of award, the qualification of the proposal submitter, the conformity with the specifications of services to be supplied and delivery terms will be considered.

Contract

The selected consultant will be required to sign the city's standard agreement for professional services, with consultant's proposal as an appendix. A sample of the standard agreement for professional services is attached. Contracts exceeding \$175,000 require approval by the St. Louis Park City Council.

Additional information

- Bid to be awarded on a not-to-exceed basis.
- Proposers may offer ideas and services outside the scope of services; however, all such exceptions should be specifically noted and explained.
- Any other relevant information that supports the submitted proposal.

AGREEMENT FOR PROFESSIONAL SERVICES

This Agreement is made on **DATE**, between the **CITY OF ST. LOUIS PARK**, Minnesota (“City”), whose business address is 5005 Minnetonka Blvd., St. Louis Park, Minnesota 55416, and **BUSINESS NAME** (“Contractor”) whose business address is **STREET ADDRESS**.

PRELIMINARY STATEMENT

The city has adopted a policy regarding the selection and hiring of consultants to provide a variety of professional services for city projects. That policy requires that persons, firms, or corporations providing such services enter into written contracts with the city. The purpose of this contract is to set forth terms and conditions for **BUSINESS** to **INSERT DESCRIPTION HERE**.

The City and Contractor agree as follows:

1. **Scope of Services.** The Contractor agrees to provide professional services as described in Exhibit A, attached and made a part of this Agreement.
2. **Contract Documents.** The following documents shall be referred to as the “Contract Documents” all of which shall be taken together as a whole contract between the parties as if they were set verbatim in full herein:
 - A. This Professional Services Agreement
 - B. Exhibit A, Contractor’s proposal

In the event of conflict among the provisions of the Contract Documents, the order in which they are listed above shall control in resolving any conflicts with Contract Document “A” having the first priority and Contract Document “B” having the last priority.

3. **Time for Performance of Services.** The Contractor agrees to perform the services provided in Exhibit A, attached and made a part of this Agreement. The term of this Agreement is through **DATE**, the date of signature by the parties notwithstanding. This Agreement may be extended upon the written mutual consent of the parties for such additional period, as they deem appropriate, and upon the terms and conditions as herein stated.
4. **Compensation for Services.** The City agrees to pay the Contractor for services as described in Exhibit A. Compensation shall be in accordance with Exhibit A, attached and made a part of this Agreement and shall not exceed **DOLLAR AMOUNT**, excluding expenses and reimbursables, without prior written authorization by the City.
5. **Special Consultants.** The Contractor may use special consultants when required by the complex or specialized nature of the project.
6. **Extra Services.** The City will pay Contractor for extra services by the Contractor or special consultants only when authorized in writing by the City.
7. **City Services Provided.** The City agrees to provide the Contractor with the complete information concerning the scope of the project and to perform the following services:

- A. **Access:** The City shall make provision for the constraints and assumptions provided in Exhibit A.
 - B. **Consideration of the Contractor's Work:** The City shall give thorough consideration to all documents presented by the Contractor, and shall inform the Contractor of all decisions within a reasonable time so as not to delay the work of the Contractor.
 - C. **Standards:** The City shall furnish the Contractor with a copy of any standards they may require in their work for the project.
 - D. **Owner's Representative:** A person shall be appointed to act as the City's representative with respect to the work to be performed under this agreement. He or she shall have complete authority to transmit instructions, receive information, interpret, and define the City's policy and decisions, with respect to the materials, equipment, elements, and systems pertinent to the work covered by this Agreement.
8. **Method of Payment.** The Contractor shall submit to the City itemized bills for professional services performed under Sections 1-5 of this Agreement. Bills submitted shall be paid in the same manner as other claims made to the city.
9. **Accuracy of Work.** The Contractor shall be responsible for the accuracy of the work and the utilization of all determinant data, and shall promptly make necessary revisions or corrections resulting from errors and omissions on the part of Contractor without additional compensation.
10. **Authorized Agents.** The City shall appoint an authorized agent for the purpose of administration of this agreement. The Contractor is notified the authorized agent for the City is as follows:
- NAME**
BUSINESS NAME
PHONE AND EMAIL
- The City is notified the authorized agent for the Contractor is as follows:
- NAME**
BUSINESS NAME
PHONE AND EMAIL
11. **Audit Disclosure.** The Contractor shall allow the City or its duly authorized agents reasonable access to such of the Contractor's books and records as are pertinent to all services provided under this Agreement.
12. **Termination.** This Agreement may be terminated by either party by seven (7) days' written notice delivered to the other party at the address written above. Upon termination under this provision if there is no fault of the Contractor, the Contractor shall be paid for services rendered and reimbursable expenses until the effective date of termination. If however, the City terminates the Agreement because the Contractor has failed to perform in accordance with this Agreement, no further payment will be made to the Contractor, and the City may retain another contractor to undertake or complete the work identified in Section 1 (Contractor Services).

13. **Subcontractor.** The Contractor shall ensure and require that any subcontractor agrees to and complies with all of the terms of this agreement. Any subcontractor of Contractor used to perform any portion of this agreement shall report to and bill Contractor directly. Contractor shall be solely responsible for the breach, performance or nonperformance of any subcontractor.
14. **Independent Contractor.** At all times and for all purposes herein, the Contractor is an independent contractor and not an employee of the City. No statement herein shall be construed so as to find the Contractor an employee of the City.
15. **Non-Discrimination.** During the performance of this contract, the Contractor shall not discriminate against any employee or applicants for employment because of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, or age. The Contractor shall post in places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause and stating that all qualified applicants will receive consideration for employment. The Contractor shall incorporate the foregoing requirements of this section in all of its subcontracts for program work, and will require all of its subcontractors for such work to incorporate such requirements in all subcontracts for program work.
16. **Assignment.** Neither party shall assign this Agreement, nor any interest arising herein, without the written consent of the other party.
17. **Services Not Provided For.** No claim for services furnished by the Contractor not specifically provided for herein shall be honored by the City.
18. **Severability.** The provisions of this Agreement are severable. If any portion hereof is, for any reason, held by a court of competent jurisdiction to be contrary to law, such decision shall not affect the remaining provisions of the Agreement.
19. **Entire Agreement.** The entire Agreement of the parties is contained herein. This Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter hereof as well as any previous agreements presently in effect between the parties relating to the subject matter hereof. Any alterations, amendments, deletions, or waivers of the provisions of this Agreement shall be valid only when expressed in writing and duly signed by the parties, unless otherwise provided herein.
20. **Compliance with Laws and Regulations.** In providing services hereunder, the Contractor shall abide by all statutes, ordinances, rules, and regulations, including to the extent it is applicable the Minnesota Government Data Practices Act, pertaining to the provisions of services to be provided. Any violation shall constitute a material breach of this Agreement and entitle the City to immediately terminate this Agreement.
21. **Waiver.** Any waiver by either party of a breach of any provisions of this Agreement shall not affect, in any respect, the validity of the remainder of this Agreement.
22. **Indemnification.** Contractor agrees to defend, indemnify and hold the City, its officers, and employees harmless from any liability, claims, damages, costs, judgments, or expenses, including reasonable attorney's fees, arising from negligent acts or otherwise wrongful acts or omissions, of

the Contractor, its agents, employees, or subcontractors in the performance of the services provided by this Agreement and against all losses by reason of the failure of said Contractor fully to perform, in any respect, all obligations under this Agreement.

23. **Insurance.**

- A. **General Liability:** During the term of this Agreement, Contractor shall maintain a general liability insurance policy with limits of at least \$1,500,000 for each person, and each occurrence, for both personal injury and property damage. This policy shall name the City as an additional insured for the services provided under this Agreement and shall provide that the Contractor's coverage shall be the primary coverage in the event of a loss. The policy shall also insure the indemnification obligation contained in Section No. 22. A certificate of insurance on the City's approved form which verifies the existence of this insurance coverage must be provided to the City before work under this Agreement is begun.
- B. **Worker's Compensation:** The Contractor shall secure and maintain such insurance as will protect Contractor from claims under the Worker's Compensation Acts and from claims for bodily injury, death, or property damage which may arise from the performance of Contractor's services under this Agreement.
- C. **Professional Liability Insurance:** The Contractor agrees to provide to the City a certificate evidencing that they have in effect, with an insurance company in good standing and authorized to do business in Minnesota, a professional liability insurance policy. Said policy shall insure payment of damage for legal liability arising out of the performance of professional services for the City, in the insured's capacity as the Contractor, if such legal liability is caused by an error, omission, or negligent act of the insured or any person or organization for whom the insured is legally liable. Said policy shall provide an aggregate limit of \$1,500,000.

24. **Records Access.** The Contractor shall provide the City access to any books, documents, papers, and records which are directly pertinent to the specific contract, for the purpose of making audit, examination, excerpts, and transcriptions, for six years after final payments and all other pending matters related to this contract are closed.

25. **Ownership of Documents.** All plans, diagrams, analyses, reports, models, computer files and information generated in connection with performance of the agreement shall become the property of the City. The City may use the information for its purposes. Such use by the City shall not relieve any liability on the part of the Contractor.

26. **Governing Law.** This Agreement shall be controlled by the laws of the State of Minnesota.

27. **Notices.** Any notices given under this Agreement will be served personally or by mail at the addresses stated herein.

This standard agreement has been reviewed by the City Attorney.

EXECUTED as to the day and year first above written.

CITY OF ST. LOUIS PARK

BUSINESS

Jacque Smith, comms/tech director

Cynthia S. Walsh, deputy city manager

Kim Keller, city manager

By _____

Print Name _____

Its _____

Attest:

Melissa Kennedy, City Clerk

EXHIBIT "A"
To
Agreement for Professional Services