

**Village of Montour Falls  
408 W. Main Street  
Montour Falls, NY 14865**

## **REQUEST FOR PROPOSAL (RFP)**

### **ADVANCING ENERGY CODE COMPLIANCE TECHNOLOGY PLATFORM**

#### **Background**

The Village of Montour Falls is a small rural village located in Schuyler County NY in the Southern Tier Region. The population of Montour Falls is approximately 1,700.

Over the years, the Village of Montour Falls has witnessed increased traffic along SR 14 from increased tourism in the county. The Village is also experiencing increased construction, growth, and traffic in Downtown Montour Falls due to new businesses and new construction. While the Village welcomes this increased construction, traffic, and growth, there is a desire to ensure that it is sustainable and that The Village's character, natural environment, and water quality are protected.

The electronic plan review and inspection platform is to be procured by the Village of Montour Falls Building Department. The Building Department has two part-time employees and is responsible for performing design reviews and plan checks for code compliance, inspection, code enforcement, issuing certificates of occupancy, and other related functions.

#### **Objective**

Acquire a highly reliable electronic technology platform to facilitate and streamline building energy code compliance plan review and inspection processes. The platform will be a next-generation solution capable of modernizing, supporting, and enhancing current processes through a user-friendly interface.

#### **Scope of Services**

The electronic code compliance technology platform must include but is not limited to the following capabilities:

- Electronic plan submittal and review
- Permitting
- Scheduling inspections
- Fee calculation and collection
- Project tracking

- Administrative workflow
- Virtual inspections
- Communication and technical support for all users: customer and community
- Departmental communications and management
- Access to Up-to-Date State Building Codes

## **Required Technology Platform Specifications**

The electronic code compliance technology platform shall have the following features and functions:

- Project/building and owner information data management
- Web portal for public use and information entry/ user interface capable of operating across all major web browsers
- Permit intake, processing, and issuance: full workflow and functionality
- Search function
- Automatic notifications
- Plan review and inspection process: full workflow and functionality
- Financial administration
- Reporting

Vendor to provide an overview of the system technology:

- Options for technical architecture: hosted, on-premises, Software-as-a-Service (SaaS), cloud-based, and the reason for this choice
- Hardware specifications and requirements
- Operating system requirements
- How your solution supports remote technologies and encryption (VPN, synchronization, etc.)
- How data would be delivered or provided to the municipality if/when the relationship is terminated
- Details on data backup and recovery
- Schedule and frequency of software updates and maintenance
- Maintenance on enhancements or customizations.

## **Deployment and Support**

The vendor shall provide detailed documentation and support for hardware, software, network architecture, system administration, connectivity, and any other relevant minimum requirements necessary to launch and operate the electronic technology platform.

The vendor provides services for system design configurations, deployment, documentation, testing, and training. It is expected that implementation consultants will participate in configuring a fully functional solution and provide consultation regarding process efficiencies, and best practices.

Support services shall also include:

- System administration support for performance issues and monitoring, loading, version releases
- User support: live support and ticketing system with hours of service specified
- Online training resources
- System backup and redundancy

## **Timeline**

- Question Submission and Response – September 9, 2022 at 4pm
- Submission of Proposals - September 16, 2022 at 4pm
- Anticipated Service Start Date – October 1, 2022

## **ADA Requirements**

NYSERDA requires contractors producing content and functionality intended to be published to the Web to adhere to New York State Enterprise IT Policy NYS-P08-005, "[Accessibility of Information Communication Technology](#)" (hereafter referred to as NYS Accessibility Policy) and [MUNICIPALITY NAME] ADA requirements.

The NYS Accessibility Policy aligns with Web Content Accessibility Guidelines (WCAG) 2.0 – All Level A and AA guidelines, found at <https://www.w3.org/TR/WCAG20/>.

## **Cybersecurity Requirements**

The NYS Office of Information Technology Services (ITS) establishes and regularly updates policies, standards, and guidelines for information security (collectively referred to as "ITS Security Policies") for State Entities, including NYSERDA. Contractors, vendors, and solution

providers conducting work on behalf of NYSERDA including, but not limited to, application development, web development, hosting, or managing NYSERDA's sensitive data are required to comply with the NYS requirements. These requirements include, but are not limited to, the NYS Information Security Policy NYS-P03-002 which sets forth the minimum requirements, responsibilities and accepted behaviors to establish and maintain a secure environment and achieve the State's information security objectives. In addition to this umbrella policy, the following standards establish specific minimum information security requirements

- [Vulnerability Scanning Standard \(NYS-S15-002\)](#)
- [Security Logging Standard \(NYS-S14-005\)](#)
- [Patch Management Standard \(NYS-S15-001\)](#)
- [Encryption Standard \(NYS-S14-007\)](#)

A complete list of ITS Security Policies is available at:

<https://its.ny.gov/tables/technologypolicyindex>

Contractor shall notify NYSERDA's Information Security Officer immediately upon discovery or notification of any security breaches or vulnerabilities:

- [information.security@nyserda.ny.gov](mailto:information.security@nyserda.ny.gov)
- (518) 862-1090 x3486

### **Term of Contract**

The contract will be valid for three years from date of contract. The Village of Montour Falls, in its sole discretion, may extend the agreement beyond its initial term.

### **Right to Modify RFP or Reject Proposals**

This RFP does not commit the Village of Montour Falls to award a contract, pay any cost incurred in the preparation of a proposal in response to this RFP or to procure or contract for services.

The Village of Montour Falls reserves the right to amend this RFP. The Village of Montour Falls reserves the right to accept or reject any or all proposals, to negotiate with all qualified proposers or to cancel this RFP in part or entirely.

## **Insurance Requirements**

General Liability Insurance: The selected vendor is required to maintain general liability insurance in the minimum amount of \$1 million, and a professional liability insurance policy in the minimum amount of \$1 million to cover any claims connected to the performance of this contract.

The vendor is also required to have Technology Professional Liability Errors and Omissions Insurance with limits not less than \$1 million per occurrence. Coverage shall include, but not be limited to, claims involving infringement of intellectual property, copyright and trademark, privacy violations, information theft, release of private information, and network security.

## **Price Proposal**

The proposal shall include itemized pricing for all products and services to satisfy the requirements of this RFP.

## **Evaluation Criteria**

The Village Board of Trustees will evaluate the proposals and award the contract based on the following criteria. Evaluation criteria will be weighted as follows:

- Software functional capabilities, demos – 30%
- User-friendliness – 20%
- Training and ongoing support – 20%
- Price proposal – 20%
- Vendor qualifications, site visit – 10%

## **Method of Award**

The Village of Montour Falls will award the contract based on the Village's procurement policy as well as State Finance Law §163(4)(d) which mandates that a contract for services, including technology, be awarded based on best value, which takes into consideration cost as well as other technical or non-cost factors.

The Village of Montour Falls anticipates a single award pursuant to the solicitation.

## **Payment**

Invoices shall be fully itemized and provide description sufficient for payment approval and audit.

## **Proposal Submission Requirements**

All proposals are to be emailed to Deputy Clerk Emily Byers at [deputyclerk@villageofmontourfalls.com](mailto:deputyclerk@villageofmontourfalls.com) no later than 4pm on September 16, 2022.

All questions are to be submitted via email to Deputy Clerk Emily Byers at [deputyclerk@villageofmontourfalls.com](mailto:deputyclerk@villageofmontourfalls.com) no later than 4pm on September 9, 2022. Answers to questions will be responded to via email and will also be placed on the Village of Montour Falls homepage.