EVALUATION TABULATION
RFP No. RFP-604632-23/GCM
Software Agreement for Permitting, Code Enforcement, and Contractor Licensing Solution and Implementation Services
RESPONSE DEADLINE: November 15, 2023 at 2:00 pm
Report Generated: Tuesday, August 6, 2024

VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Professional Implementation Services Points Based 40 Points (40%)	Software Solution Support Services Delivery Points Based 20 Points (20%)	System Integration Qualifications and Experience Points Based 20 Points (20%)	Business and Technical Capacity to Deliver Points Based 20 Points (20%)	Total Score (Max Score 100)
Accela	38.8	19.3	19.3	19.2	96.67
Intuitive Municipal Solutions (iMS)	35.5	17.2	15.2	15.2	83
Tyler Technologies	25.8	11.3	12	17.7	66.83

INDIVIDUAL PROPOSAL SCORES

Accela

Professional Implementation Services | Points Based | 40 Points (40%)

Jose Gomez: 40

Excellent presentation, answered all questions asked and provided solutions for all requested implementation services. Had thorough well laid out and logical process for implementation.

Rebecca Hammock: 35

Senior Implementation Team with significant Florida experience. Comprehensive and agile approach. Have a robust training program with Accella University. Appreciate their recommended approach of also seeking input from outside stakeholders. Library of repeatable testing scripts.

Jeff Leveroni: 40

Partnership with all Accela dept's to ensure success of project; Sr. implementation team proposed, composed of FL-knowledgeable staff that have implemented here before; recent implementations include Hollywood and Tampa, FL.

Charrell Reese: 38

cloud based solution, detailed implementation plan with adequate staff, training, testing, etc

Sandra Riley: 40

Works side by side with the team during the implementation, making changes on the fly as we go through the process. Nicely laid out work plan. Provided the names of the implementation team. Testing should not be as difficult because of the way they work beside our team throughout the process.

Archana Virmani: 40

The project team assigned to the County was present at the interview. Miranda Gentry and John McKenny will be the project managers. Accela will provide templates for user guides. They will build a test plan and provide us a library of test scripts for UAT. 14 months to deploy. Month 15-16 will be post-go-live support.

Software Solution Support Services Delivery | Points Based | 20 Points (20%)

Jose Gomez: 20

Provided through and well thought out answers to software solution support delivery system.

Rebecca Hammock: 18

Have two major releases per year. Accela demonstrated that they can fully support these tasks.

Jeff Leveroni: 20

Config/training/implementation happens live in our software so we learn and do at the same time; Uses JIRA to track our requirements as artifacts for kanban -- uses combination of Agile/Waterfall; By the time we see it, they've configured the system based on what they know (from our efforts to map future state), then refinement occurs through the implementation; Expectation is 14 months to deploy; LIbrary of repeatable testing scripts for customers to use.

Charrell Reese: 18

Standard agreement, defined plan for testing etc.

Sandra Riley: 20

There are 2 releases a year and allow us to turn on the features we feel would benefit the team.

Archana Virmani: 20

2 major release every year. They have an additional environment where County can test the new functionality to see if we like it.

System Integration Qualifications and Experience | Points Based | 20 Points (20%)

Jose Gomez: 20

Integration approach responses were well thought out and logical, have completed integrations with same system recently in other jurisdictions.

Rebecca Hammock: 18

Can integrate with all needed software programs such as JD Edwards, On base, Legistar etc. Use ePermit Hub for plan review which appears to be a newer software program with a presence in Florida.

Jeff Leveroni: 20

Suggestion for partnering with BIA to aid in config of the portal to success; ePermitHub config/integration is built in to the Accela project implementation; Converge - yes; PowerBI - yes; OnBase - Yes; ePermitHub to OnBase - yes; Yes they have Naviline and ProjectDox migration experience.

Charrell Reese: 18

Florida experienced with multi jurisdictions, seems to integrate well with county systems, integrates with GIS

Sandra Riley: 20

ePermitHub is imbedded into the system. Can integrate with Onbase.

Archana Virmani: 20

ePermitHub is completely embedded with Accela. ESRI ArcGIS is their integration partner. Integrate with PowerBI that we can use for dashboarding. Can integrate with OnBase, Accela will pass on documents once the project is complete to OnBase. The final plan set will also get pushed on to OnBase.

Business and Technical Capacity to Deliver | Points Based | 20 Points (20%)

Jose Gomez: 18

Provided through information on data conversion approach, system administration and proposed roles.

Rebecca Hammock: 18

Accela is an established successful company that has the capacity to deliver. Accela has a dedicated data conversion team.

Jeff Leveroni: 20

Heavy emphasis on customer partnership / FL user group / Only plays in this space / lots of local FL account support; Their priority is our priorities for our transformation; They are willing to let us speak with any of their core customers in FL as references / 25 customers in FL / get together every month to trade info, reports, scripts, etc; Two major releases per year; not turned on unless we turn it on; Typically about 30-45 days to start

Charrell Reese: 19

defined plan of data conversion and project implementation plan, reasonable go live

Sandra Riley: 20

Allows for system admins to have rights to make certain changes in the system. Have a pre-configured system which will be tailored to our needs. Experience with migrating data from Naviline.

Archana Virmani: 20

Accela has had experience with converting data from Naviline. CivCon is dedicated independent data conversion tool. Mock runs in different environments including Development, System Test, UAT Load 1, UAT Load 2 and Go-live.

Intuitive Municipal Solutions (iMS)

Professional Implementation Services | Points Based | 40 Points (40%)

Jose Gomez: 38

Thorough implementation approach, well thought out. Proposed staffing was present at presentation. Work plan not as thorough and well executed as some of the other vendors.

Rebecca Hammock: 37

Well prepared presentation and great explanation of implementation process. Very impressed with the interview. Very complete work plan. Uses ePermit hub for Plan Review.

Jeff Leveroni: 33

PM's have done other FL state customers; they intend to leverage the future state process maps we accomplished with Plante's help; acknowledged heavy lifting has been done and anticipate being able to come to us partially configured into IMS because of the maps, including with some efficiencies ; Business process review is accomplished on-site; will leverage what other districts have done when discussing our desired end state, including with live prototyping; Estimates 5-10 hours per week from SME's -- seems very low; Recently converted Palm Bay's Naviline system; they are heavy with data conversion to minimize our effort Staff needs to do due diligence during testing; IMS says they can assist with test scripts but they do not have skeleton scropts today; 3-5 conversions; but they will do more if needed Least amount of County staff time required

Charrell Reese: 35

good plan presented; PMs consistent through implementation and afterwards as continuing main point of contact is a plus; staff size concern due to small company; customer service a focus;

Sandra Riley: 30

Provided the names of the implementation team. Utilize process maps already created, will not need anything further to start. Will provide test scripts. Train the trainer approach. They have 10 staff members in the company.

Archana Virmani: 40

They create video tutorials for the County at no extra charge. Trent and Chuck will be our Project Managers. iMS is a heavy lifter in this project. 90% iMS and 10% County. Workflow optimization workshop where they come back to look at our systems in 6 months or 1 year where they can look at how the County is working and suggest ways to use the system more efficiently.

Software Solution Support Services Delivery | Points Based | 20 Points (20%)

Jose Gomez: 19

Good software solution approach.

Rebecca Hammock: 16

IMS is a smaller/newer firm so there is some concern whether these tasks can be fully supported expeditiously.

Jeff Leveroni: 15

Expects that first data conversion would be complete for project kickoff to assist in viewing our data in IMS for visioning purposes Expects a 72-week timeline, or thereabouts 3 days onsite go live support; 2 weeks remote Personalized support from PM's to ensure referenceable Touts that they perform the majority of the config work FOcuses on easy for portal to reduce people coming through the front door; only display what the individual app requires (vs. cross over to other apps with shared fields

Charrell Reese: 18

Onsite working with staff testing, custom reports;

Sandra Riley: 15

Weekly updates and notes are provided as to what changed. If fees change it will affect the applications.

Archana Virmani: 20

Updates are available typically once a week. We can do the updates whenever we want. They can update our test system. They can also provide scheduled weekly/monthly updates. The updates will not overwrite our custom reports.

System Integration Qualifications and Experience | Points Based | 20 Points (20%)

Jose Gomez: 20

Excellent presentation on integration and recently completed a very similar integration.

Rebecca Hammock: 16

Not as experienced as other firms with system integrations and outside agency integrations such as DBPR. Does not appear to have as much GIS integration experience as other firms.

Jeff Leveroni: 12

Elavon - yes; PowerBI - yes; Onbase -yes Have converted ProjectDox information at Fairfax County; DEVICE Agnostic!!!!! Not clear that GIS integration is as elegant as other vendors; MS Azure hostedintegration with ePermitHub is seamless

Charrell Reese: 18

software integrates with County systems, GIS interface; dont integrate with current county payment system, but doable; permits can go to OnBase; County can Query IMS database with PowerBL for publishing Dashboard

Sandra Riley: 10

Have not integrated with Elavon. Do not have real time integration for DBPR.

Archana Virmani: 15

Real-time API. They have an iMS API. they can call other API systems from their workflows. They have the capability to send the files to OnBase. They have capability to use PowerBI. ePermitHub is the plan review system and is seamlessly integrated with iMS. They have not ever done an integration with Elevon but are confident that they can.

Business and Technical Capacity to Deliver | Points Based | 20 Points (20%)

Jose Gomez: 18

Smaller firm, may have limited resources compared to other vendors to deliver business and technical capacity.

Rebecca Hammock: 15

Does not appear to have as much data conversion experience with Naviline as the other firms. Small firm with only 10 employees so may not have the capacity to deliver for such a large organization.

Jeff Leveroni: 10

smaller company founded in 2016, small staff; even with customer focus, will likely be hard-pressed to deliver everything we need in a timely manner with a small development staff our success is their success; their customers are 100% referencable Updates almost weekly

Charrell Reese: 18

Defined plan for data conversion before kickoff, working with staff for the conversion; Lots of hands on care and customer service.

Sandra Riley: 20

Have experience with Naviline conversion. Will provide their system with a lot configured from the start.

Archana Virmani: 10

HTE Naviline data conversion was done for Palm Bay. 3 conversions, one before, one in the middle and then one towards the end. They do not have experience with a jurisdiction as large as the County.

Tyler Technologies

Professional Implementation Services | Points Based | 40 Points (40%)

Jose Gomez: 38

Good professional implementation services

Rebecca Hammock: 40

Extensive experience. Have done over 800 implementations. Once implemented work on continued improvement and does not allow atrophy of the system so that it has be replaced in the future.

Jeff Leveroni: 15

They haven't paid attention the to future state effort we've already accomplished, thus we are seeing marketing materials; Touting 800 implementations using PMI principles; again marketing materials -- proposing 18 month implementation with Sr. level resources; did a poor job of sticking to requested script

Charrell Reese: 22

Plan reasonable; project team not defined till contracted; not at the meeting. Implementation, Teams of implementation , PM and support segmented possibly related to company/clients size.

Sandra Riley: 20

Will match up their staff with County staff at a later date for implementation. Test Scripts will be developed during the process.

Archana Virmani: 20

The team present at the interview is not the team assigned for our implementation. Tyler's Project team is determined only after the kickoff meeting. At this point, County does not know who they will be working with or their qualifications and experience.

Software Solution Support Services Delivery | Points Based | 20 Points (20%)

Jose Gomez: 16

Software solution support delivery services had some gaps, proposed alternative solution that was not in their proposal.

Rebecca Hammock: 17

Tyler's Civic Access integrates with Blue Beam for plan review which has had issues lately.

Jeff Leveroni: 7

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marketing materials for data converstion; has worked with Naviline before Public Portal mgmt is marketing material; touting easy of configuration but we've seen this before Single source solution -- system integration is marketing material 18-mo implementation timeline -- people who are actually doing the work are silent Again, not really sticking to script as other vendors have accomplished -- Plante is having to prompt repeatedly.

Charrell Reese: 8

Tyler's contract priority; exceptions in contract unique; response in interview regarding exception was concerning.

Sandra Riley: 10

Annual upgrades will be provided. Tyler wants to use their contract as a starting point. There were several exceptions to the agreement.

Archana Virmani: 10

Tyler's preference is to use their standard contract as the starting point in contract negotiations. the order of priority in the event of any conflict is: (1) the final negotiated agreement; (2) Tyler's proposal; (3) the County's RFP.

System Integration Qualifications and Experience | Points Based | 20 Points (20%)

Jose Gomez: 18

Good system integration approach with experience, not as flexible as other vendors.

Rebecca Hammock: 20

Enterprise System- Single application with no shadow applications. Single system of record; eliminates data silos.

Jeff Leveroni: 8

GIS integration is best of the bunch but this is a demo via powerpoint; Onbase - yes Reports - ok Uses Bluebeam for plan review -- inferior product to ePermitHub, especially with recent outages. When questioned, vendor did not have a good, direct response, effectively side-stepping the issue by trying to promote an untested (and unproposed) piece of software that has not yet been integrated with their product (vaporware).

Charrell Reese: 8

integration concerns; Native Markup Bluebeam recent issues and response times with no real favorable replacement option; concerns of timeliness for alternatives;

Sandra Riley: 10

Their imbedded plan review software includes Blue Beam. Blue Beam has recent known performance issues.

Archana Virmani: 8

Their native Plan review system EReviews uses Bluebeam for markup tool. Bluebeam has had issues recently where they had an outage. In addition, customers have reported delays in Bluebeam's interactions with the plan review system. When asked about alternatives to Bluebeam, Tyler proposes Avolve's DigEplan which the County is unfamiliar with and has not been demoed. County asked if ePermitHub was a possible alternative, Tyler said they have not integrated with ePermitHub.

Business and Technical Capacity to Deliver | Points Based | 20 Points (20%)

Jose Gomez: 18

Business and technical capacity to deliver well presented and thought out.

Rebecca Hammock: 20

Tyler has been in business for over 50 years. Large company with long term employees. Industry leaders in this field. Company has significant experience with Naviline data conversion. Already of established scripts to convert Naviline data.

Jeff Leveroni: 13

Tyler has been around for 50 years, team has many years of experience and they have continuity with staff Has continuing education and user group; but this was through marketing material; ongoing Tyler university Change Mgmt was marketing material -- overall was not prepared to present to our script as other vendors were

Charrell Reese: 15

Standard approach regarding data conversion etc based off of presentation

Sandra Riley: 20

Has prior experience with Naviline data conversion as well as many other sources.

Archana Virmani: 20

They have performed data conversion from Naviline. They already have the framework and the script to do that. Strategic implementation Approach.