

**Office of Procurement Services**

P.O. Box 7800 • 315 W. Main St., Suite 416 • Tavares, FL 32778

Solicitation Number: **24-441**Solicitation Title: **COMMUNITY DEVELOPMENT SOFTWARE**Pre-Solicitation Conference: See Section 3.0

Last Day to Ask Questions: **08/29/2024**CLOSING DATE: **09/17/2024** CLOSING TIME: 3:00 P.M. Eastern

Vendors shall complete and return all information requested by the specified time and date or Submittal shall be rejected.

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# **PURPOSE OF REQUEST FOR EXPRESSIONS OF INTEREST SOLICITATION**

Lake County, Florida seeks expression of interest to furnish **COMMUNITY DEVELOPMENT SOFTWARE** The preferred vendor has (or has had) a contract for such software within the State of Florida due to familiarity with Florida Statutes and Laws.

The project comprises many functional areas, including Building Services, Planning & Zoning, and Code Enforcement, along with the Information Technology Department, Public Works Department, Office of Rescue, and Clerk of Court Finance.

Lake County is a 952 square mile area that covers a total of 609,280 acres, with a resident population of 410,139 residents (as of July 2022). The County is growing significantly, having almost doubled in population since 2010.  Most of the development activity centers around residential growth, with more than 90 percent of permits issued for single family residential activity over the last several years.  Permit activity for FY 2022-23 showed over 16,000 permits issued.  89 county personnel are engaged in providing these services across the above-mentioned offices. There is a significant rural/farming population.  Additional information about Lake County is available at [www.lakecountyfl.gov](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.lakecountyfl.gov%2F&data=05%7C02%7Cerikk.ross%40lakecountyfl.gov%7C2d50b59bd1a142cba04508dc94662c04%7C8499232ea71a45edaeca64041089512e%7C0%7C0%7C638548413763418009%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=4iIJo6ZfIH1xwzrOGRMHuBBQxF5HrePyKNpDrYxzdos%3D&reserved=0).

Lake County’s legacy system manages basic, end-to-end permitting services on a text-based platform that dates to the mid-1990s.  The system has been regularly updated over the life of the product.  The process accepts and manages electronic plan submittals in a document management system, but it does not facilitate electronic plans reviews or revision processes, nor is it integrated with the legacy system.  The system provides web and phone access for queries, inspection scheduling, and payment processing.

The County is looking to automate many of its processes around permits, plan review, and code enforcement. The County is also hoping to use this opportunity to review and improve on these processes and implement best practices. The County will be seeking input and assistance from the selected vendor to improve our processes.

This solicitation is officially posted on the County’s website exclusively.

# **FLORIDA STATUTE 119.0725 – PUBLIC RECORDS EXEMPTION**

119.0725 Agency cybersecurity information; public records exemption; public meetings exemption. —

(2) The following information held by an agency is confidential and exempt from s. [119.07](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=insurance%20limits%20exemption&URL=0100-0199/0119/Sections/0119.07.html)(1) and s. 24(a), Art. I of the State Constitution:

(a) Coverage limits and deductible or self-insurance amounts of insurance or other risk mitigation coverages acquired for the protection of information technology systems, operational technology systems, or data of an agency.

(b) Information relating to critical infrastructure.

(c) Cybersecurity incident information reported pursuant to s. [282.318](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=insurance%20limits%20exemption&URL=0200-0299/0282/Sections/0282.318.html) or s. [282.3185](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=insurance%20limits%20exemption&URL=0200-0299/0282/Sections/0282.3185.html).

(d) Network schematics, hardware and software configurations, or encryption information or information that identifies detection, investigation, or response practices for suspected or confirmed cybersecurity incidents, including suspected or confirmed breaches, if the disclosure of such information would facilitate unauthorized access to or unauthorized modification, disclosure, or destruction of:

1. Data or information, whether physical or virtual; or

2. Information technology resources, which include an agency’s existing or proposed information technology systems.

(3) Any portion of a meeting that would reveal information made confidential and exempt under subsection (2) is exempt from s. [286.011](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=insurance%20limits%20exemption&URL=0200-0299/0286/Sections/0286.011.html) and s. 24(b), Art. I of the State Constitution. An exempt portion of a meeting may not be off the record and must be recorded and transcribed. The recording and transcript are confidential and exempt from s. [119.07](http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=insurance%20limits%20exemption&URL=0100-0199/0119/Sections/0119.07.html)(1) and s. 24(a), Art. I of the State Constitution.

# **OBJECTIVE**

This RFI is issued to inform interested parties of the County’s desire for information to assess the viability of implementing the system and identify vendors possessing the experience, capability, and proven technology to effectively provide the system in a cost-effective manner.

# **PROCESS OVERVIEW**

Interested vendors shall submit expressions of interest. Based on the results of submissions review, certain Respondents may be invited to meet with the County for more detailed discussions.

# **ATTACHMENTS**

Attachment 1 – Submittal Form

Attachment 2 – Functional Response

Attachment 3 – Team Composition

Attachment 4 – Reference Form

Attachment 5 – Affidavit, Contracting with Foreign Countries of Concern

# **POINT OF CONTACT**

Direct all inquiries to the Contracting Officer (official point of contact) listed:

Sandra Rogers, NIGP-CPP, CPPB, Procurement Services Manager

Telephone: 352-343-9839

E-mail: Sandra.Rogers@lakecountyfl.gov

# **PRE-PROPOSAL CONFERENCE / SITE VISIT**

## Not applicable.

# **QUESTIONS, EXCEPTIONS, AND ADDENDA**

## Vendors must examine all solicitation content.

## All communication, inquiries, or requests for exceptions shall be directed to the Contracting Officer listed in Section 6.

## The last day for questions or requests for exceptions is 08/29/2024.

### An addendum may be issued in response to any inquiry received, which changes or clarifies the terms, provisions, or requirements of the solicitation.

## No responses to questions submitted will be binding unless released in writing as an addendum to the solicitation and posted on the [Formal Solicitations site (lakecountyfl.gov)](https://c.lakecountyfl.gov/offices/procurement_services/view_all_bids.aspx?mylakefl=True) for this solicitation. Where there appears to be a conflict between this solicitation and any addenda, the last addendum issued will prevail.

## Vendors are responsible to ensure receipt of all addenda and any accompanying documentation. Failure to acknowledge each addendum may prevent submissions from being considered for award. The solicitation due date is static unless notified via addendum.

## Process or procedure questions may be asked of the Contracting Officer at any time.

# **RFI DETERMINES FUTURE PARTICIPATION**

Failure to respond to this RFI precludes any interest party from future participation.

# **METHOD OF FURTHER PARTICIPATION SELECTION**

Submissions will be accessed for compliance as responsive and responsible based on the following criteria, listed by priority:

## Complete submission of all required documentation as per this Solicitation. (Responsive)

## Optimal benefits to Lake County, considering: (Responsible)

### Contract is with an entity within the State of Florida.

### Firm’s qualifications;

### Supplied outline to accomplish tasks;

#### Outline and propose the structure, services offered, and pricing as the optimal long-term and comprehensive solution for the County’s requirements.

### Proposed Team Composition. Use Attachment 3 – Team Composition Form;

### Past Performance. Submit no more than five verifiable references/projects completed within five years similar in magnitude to the Solicitation. References form entities within the State of Florida are preferred. Use Attachment 4 – Reference Form;

### All technical specifications associated with this Solicitation; and

### Financial Stability: Be prepared to supply a financial statement upon request, preferably a certified audit of the last available fiscal year.

### Any additional submittal requirements.

## Selections will be based on the most responsive, responsible Vendors whose Proposals demonstrate the best grasp of the project concept (no further details).

## In accordance with 287.05701, Florida Statutes, the County will not request documentation of or consider a vendor’s social, political, or ideological interests when determining if the vendor is a responsible vendor.

## The County reserves the right to award contracts to one or multiple Vendors, to reject any or all proposals, or to waive any minor discrepancies or technicalities in the Proposals received. Submissions received prior to the specified closing date and time will be opened, documented, and considered for evaluation.

# **DELIVERY AND SUBMITTAL REQUIREMENTS**

## Hand delivery of submittals will not be accepted.

## RESPONSES MUST BE SUBMITTED THROUGH THE SOLICITATION RESPONSE PORTAL TO BE CONSIDERED – [Click Here for the Submission Portal.](https://procurement.lakecountyfl.gov/login)

## A response will not be accepted if completed and submitted after the official due date and time.

## Submission indicates an understanding and interest in providing services outlined in this Solicitation. Do not make any changes to the content or format of any form without County permission. All information must be legible.

## Submittal must be organized into the following major sections. Create and upload a file for each section:

### **Vendor Profile**

* Statement of Interest & Understanding of Project
* Firm Profile / Firm History
* Completed Attachment 3 – Team Composition Form
* Completed Attachment 4 – Reference Form
* Completed Attachment 5 – Affidavit, Contracting with Foreign Countries of Concern

### **Forms**

* Completed Attachment 1 – Submittal Form
	+ Submittal must be signed by an official authorized to legally bind the firm to its provisions. Include a memorandum of authority signed by an officer of the company if the signor is not listed as a corporate officer on the firm’s SunBiz registration.
* Proof of [Sunbiz.org](https://dos.myflorida.com/sunbiz/) registration
* Completed W-9 form
* Completed Addenda issued. Failure to include signed addenda may be cause for Submittal to be considered non-responsive
* Descriptive literature

### **Proposed Technology Solution (upload separately)**

* Completed Attachment 2 in MS Excel format.

### **Financial Stability**

* Provide a financial stability statement indicating the firm has the necessary resources (human and financial) to provide the services at the level required by the County. The County reserves the right to request a financial statement, a certified audit, or a third party prepared financial statement. The County reserves the right to use a third-party company to verify financial information provided. Provide similar information for a subcontractor or joint venture arrangement.

### **Litigation**

* Information on the nature and outcome of litigation and proceedings for the previous three (3) years where the firm has been involved in any matter related to professional activities.

### **Existing Contract (upload separately)**

* Provide a copy of a current contract for software provided to another government entity (within State of Florida preferred).
* If available, provide sample website with log-in information with comparable features for County demonstration purposes. If an online demo is unavailable, please provide videos showing the various features of the proposed solution.
* Provide SOC 2 Type 2 report if available. If not available, provide any third-party audits of your firm’s security practices and any third-party audits of the proposed solution.

**Other Information**

* Include any additional data that Vendor deems pertinent to the understanding and evaluating of the Proposal.

# **VENDOR DISCUSSION SESSIONS**

## County, at its sole discretion, may ask for an oral presentation or demonstration without charge to the County. County reserves the right to require the Vendor to demonstrate to the satisfaction of the County that the Firm has the fiscal and technical ability to furnish the requirements of the RFP. The demonstration must satisfy the County and the County will be the sole judge of compliance.

## County may commence contract negotiations in accordance with the method of award specified. The County reserves the right to conduct discussions with Vendors having a realistic possibility of contract award to include requests for additional information and requests for “best and final” offers.

## Vendors must not assume they will be asked to make a presentation or asked for a “best and final” offer and must include all pertinent and required information in their original Proposal.

## DEMONSTRATION OF SYSTEM

### Vendors may be required to demonstrate offered system to cognizant County personnel at no cost. The purpose of this demonstration is to observe the system in an operational environment and to verify its capability, suitability, and adaptability in conjunction with the performance requirements stipulated in this Solicitation. If a demonstration is required, the County will notify Vendors in writing specifying the date, time, and location. The County may elect to reject any Vendor’s offer, or to re-schedule the demonstration, whichever action is determined to be in the best interests of the County, for Vendors failing to perform the demonstration on the specified date stipulated in the notice. The County will be the sole judge of the acceptability of the system in conformance with the specifications and its decision will be final.

### The system used for the demonstration must be the same as identified in the Proposal. Accordingly, the system used in the demonstration will create an express warranty that the actual system to be provided by the Vendor during the Contract period will conform to the system used in the demonstration. The Vendor shall provide adequate restitution to the County, in the manner prescribed by the County, if this warranty is violated during the term of the Contract.

## County is not liable or responsible for any costs incurred in responding to this Solicitation including, without limitation, costs for product or service demonstrations if requested.

## County owns and retains all proprietary rights in its logos, trademarks, trade names, and copyrighted images (Intellectual Property). Nothing in this solicitation permits or shall be construed as authorization to use or display County’s Intellectual Property on Respondent’s submittal documents or proposal (including any exhibits attached thereto) in response to this solicitation. Unless expressly authorized in writing by County, a Respondent is not authorized and shall not make use of or display any County Intellectual Property on or in its proposal or submittals. Unauthorized use of County’s Intellectual Property may constitute trademark and copyright infringement in violation of federal and state laws. It is a violation and deemed a second-degree misdemeanor under Florida Statutes Section 165.043.

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