

Town of Gorham, Maine
Request for Proposals

for

Gorham Municipal Code Codification Services

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Section 1: General Information

RFP Schedule

Item	Date/Time
RFP Release	June 30, 2022
Questions Due by	July 15, 2022
RFP Due to the Town by	July 29, 2022 by 4:30 p.m.
Webinar demonstrations and Interviews with selected service providers	August 8, 2022
Announcement of Award	August 19, 2022

All service providers must respond to each element of this RFP in order to be considered for a contract award.

Five (5) hard copies of the proposal and one electronic copy should be mailed or delivered to the address below by **4:30 p.m. on Friday, July 29, 2022.**

Send the completed hard copies of the RFP response to:

Town of Gorham
Municipal Center
Director of Community Development
Online Codification RFP
75 South Street, Suite 1
Gorham, Maine 04038

Send one electronic copy of the RFP response to:

tpoirier@gorham.me.us

Section 2: Project Objectives

This RFP is issued by the Town of Gorham (“Town”) for the purpose of obtaining the services of an experienced firm to maintain and publish Gorham’s Municipal Codes.

It is the intent of the Town to review and assess the RFP responses to determine if the response from providers can meet the needs of the Town.

Service providers are expected to provide their best and most competitive proposal.

Section 3: Scope of Work

Introduction and Scope of Project

The Town is seeking the services of an experienced Software-as-a-Service (SaaS) provider for codification and publication, code analysis and review, supplement services, electronic publishing, web hosting services, and the ability to expand to GIS and mobile technology for Gorham’s Municipal Codes.

The primary goal of this system is to streamline processes in order to make information available to internal users and the general public in a consistent manner.

Background

The Town currently codifies and publishes the codes in house. The Town has adopted, on average, 10 ordinances per year, from 2012 to 2021 that required codification. The Town seeks a service provider to assist first in the codification of the Town's zoning code, and second in the codification of all other Gorham Municipal Code titles online over the course of the contract. An additional optional project is to add all agendas and minutes from committee meetings into a more searchable format online.

Contract

Within ten (10) days of the award of the project, the successful proposer shall be required to execute a contract with the Town ("the Contract") on a form acceptable to the Town. The contents of the Town's RFP and the proposal submitted by the successful proposer shall become a part of the Contract. The company that executes the contract with the Town shall furnish all labor, materials, supplies and equipment and shall perform all work for the project in strict accordance with the contract specifications.

Section 4. Proposal Contents/Requirements

Please include the following information in your proposal:

Letter of Introduction

Please include a letter of introduction including:

1. Company name
2. Address
3. Contact Name
4. Contact Phone
5. Contact E-mail
6. Company website
7. How many facilities/locations do you have in the United States?
8. How many codes does your company currently host? How many codes does your company host for cities with a population of 15,000+?
9. How many years has your company been doing business under this name?
10. How many full time employees does your company employ? Please attach a bio of the employee(s) who will be assigned to our project. Please include the resume of the person who will be the project manager assigned to oversee this project at the Town including their number of years with your company, their education and qualifications that relate to this project, and the number, type and location of similar projects this person has successfully implemented.
11. Please provide a list of at least five customer references that demonstrate your company's capabilities to meet the requirements listed in this RFP. Please attach a document with all contact information for your references. The list should include customers who meet the following criteria:
 - a. Two new customers (started doing business with them in the past 12 months)
 - b. Two retained customers (they have been customers for at least 2 years)
 - c. One former customer (contract terminated in the past 2 years.)
12. Please provide a statement that affirms your company can meet the Town's minimum insurance requirements defined in Section 5 (Information for Service Providers).

13. Please provide a statement that your company can meet the Town's Standard Terms and Conditions included as an attachment in this RFP. These terms and conditions will be part of any contract with the Town.

Additional Information

14. A certificate of insurance must be provided prior to signing the contract, commencing on the day the contract begins. Are you willing to comply with this requirement?
15. You must instruct your insurance broker/carrier to notify the Town should your coverage change. Are you willing to do this?
16. Are there any settled or active lawsuits against your company by current or former clients?
17. If necessary, does your proposal include all costs associated with providing any on-site services?
18. Provide a detailed project work plan describing your approach to managing and coordinating this project. This description should include project tasks and phases with a tentative schedule.
19. Describe in detail your company's experience working with Software-as-a-Service (SaaS) solutions for codification and publication of municipal codes.
20. Please answer the following questions about your hosting facility:
 - a. Where will our code be hosted?
 - b. In the past year (2022), what was the uptime percentage for your hosting facility?
 - c. What is your company's uptime guarantee?
 - i. Do you provide billing credit if this service level is not achieved?
 - d. Do you actively monitor the status of the hosting facility?
 - e. Do you provide notice to customers concerning planned outages and/or status updates if the hosting facility goes down unexpectedly?
 - f. What security, redundancy and backup measures are in place to protect our code from hackers, natural disasters, and system, internet and power outages?
 - g. Has your hosting facility ever experienced a security breach?
 - i. What customer notification protocols do you have in place in the event of a security breach?
 - h. Does your company plan to make changes your hosting facility in the next year? If so, why?
21. Describe in detail the service your company offers with respect to code analysis and review, supplement services, electronic publishing, and web hosting services.
22. Describe in detail your company's ability to expand to mobile technology.
 - a. What mobile platforms do you support?
 - b. What functions are available for customers using mobile devices?
23. Please describe any integration projects your company has done with any of the following product suites: Onbase/SIRE, Accela Automation, ESRI, New World systems, JustWare or Full Court and any other Website GIS Services. Please describe the project, the customer and their contact information.
24. Please describe the process for submitting ordinances to your company.
25. Please describe your customer service response process.
 - a. What is your turn around time for contacting customers requiring assistance?
 - b. What is your turn around time for citizens requesting copies of code?
26. Please describe how you manage user access to your site.
 - a. Do you use cookies in the browser?
 - b. Do you require a username and password to access user accounts? If so, in the event that a customer loses this information, can a user recover his/her own username and password without contacting Town staff or the service provider?
27. Do you provide information, statistics or reports about use of the site? If so, what information is provided in these reports? Please include a sample in your proposal.

Requirements:

The Town has 50 ordinances, charters, and polices that would need to be codified. The ordinances, charters, and policies are published on an 8 1/2" x 11", double sided, paper with one column. Full electronic versions may be viewed online at: <https://www.gorham-me.org/codes-ordinances>. Please indicate if your proposed service complies or does not comply with each of the following requirements, and if your service meets the requirement, please provide a description of the service and how it complies:

Number	Requirements	Complies	Does not Comply	Service provider description of service provided that meets this requirement (attach additional sheet if necessary)
1	Codification Services: New ordinances are codified into titles by related subject matter, and within each title into chapters, sections, and such further subdivisions as necessary to express clearly the individual requirements of each ordinance. Titles and chapters must be maintained in a consistent format. Generally the Town drafts ordinances specifying where each section is to be codified in municipal code. Codification instructions are frequently included in ordinances.			
2	Formatting existing code: Codifier will ensure each title in the existing Gorham codes are consistently formatted in a legible font. Paper copies of the code and supplements shall include sequential page numbers. Paper copies of the Town's zoning code-- and all supplements shall have a page numbering structure that lists the chapter number and the pages shall be numbered sequentially in each chapter beginning at page 1 and shall include a header listing the chapter number and the first section on the page. The printed code version shall have its own index.			
3	Complete set of the codes: Once all titles have been submitted to the provider, one complete paper copy of the codes will be provided to the			

	Town in a binder with labeled tabs for each title. For each additional copy ordered by the Town, the vendor shall supply a set of labeled tabs for each title.			
4	Printing and Binding: All Supplements and any copies of the entire codes are to be printed on both sides of each page and are to be punched so they can be placed in standard three-hole binders.			
5	Proofreading: The codifier shall proofread all ordinances for accuracy. The codifier is responsible for the typographical correctness of the codes. Wording errors which are discovered after delivery of Municipal codes or supplements shall be corrected on the next supplement date.			
6	Corrections: Any changes made in ordinance text by the codifier shall first be approved by the Town. The codifier shall submit a list of proposed corrections with an explanation as to why the codifier believes the corrections are necessary			
7	List of Ordinances not yet codified/Highlight of newly codified content: The codifier will maintain the list of ordinances that it has received but has not yet incorporated into the code. It is desirable if the codifier can show this information in the chapters of the code which have a pending ordinance to be codified so our customers will be aware of changes that haven't yet been incorporated into the section they are reading. Once the ordinances are incorporated into the code, the codifier should have a function to show where the new content has been added.			
8	Ordinance links: As amendments are made to the code, the codifier will include			

	a link to the ordinance that amends each section of the code to make researching easy for our customers.			
9	Compare feature: The codifier should have a compare feature to allow staff and our customers the ability to compare the differences in code language between supplements.			
10	Supplements: Supplements are to be integrated into the existing pages of the code. Paper supplements are to be replacements or additional code pages as appropriate, identical in format, style, paper, print, and punching to that of the existing code. Supplements shall be listed on the Town's code website and shall list the ordinances included in each supplement and the date of adoption. A link to each ordinance hosted by the codifier is highly desired.			
11	Supplement pricing: The codifier will provide a cost summary for supplements delivered on a per ordinance, monthly, quarterly, semi-annual and annual basis. The Town will decide the frequency of updates as part of the contract process.			
12	Maps: When required, there should be links to maps that are to be printed and published to include changes made by ordinance.			
13	Cross references: Whenever there is a cross reference to another section of the code, there should be a hyperlink to that section and a preview of the section text should appear when a customer hovers over the cross reference hyperlink. If the cross reference is to a chapter or title, there should be a summary that displays when a customer hovers over the cross reference hyperlink			

	that includes the text associated with the code reference.			
14	Defined term: Whenever there is a term that has been defined within a title, a preview of that defined term should appear when a customer hovers over the term with a hyperlink to the term wherever it appears in the title.			
15	Links to statutory references: The codifier will link to Maine state statutes cited in the code, and will update outdated statutory references (if any).			
16	Notes feature: There should be a feature allowing a customer to add notes to various sections of code. It's very desirable to be able to control security on notes so that a Zoning Officer opinion or Legal Opinion could be shown to other users, but personal notes are viewable only the person who created them.			
17	Favorites feature: The codifier should provide a way that our customers can mark sections of municipal code they refer to often. Favorites should be viewable only to the person who created them.			
18	Drafting feature: The codifier should provide a method by which town staff can easily draft new legislation based on current language in municipal code. The Town prefers drafting ordinances using Microsoft Word.			
19	Custom Banner: The codifier should provide space to show the Town's official logo and links to the Town's website			
20	Internet Access: The public is to have access to the Code on the Internet at no charge and should include the following features:			

Number	Requirements	Complies	Does not Comply	Service provider description of service provided that meets this requirement (attach additional sheet if necessary)
20 a	Full Boolean searching capability, including use of adjacency and phrase searching. It is preferable for search terms to be highlighted within the code when search results are displayed.			
20 b	A Table of Contents retrieval option, allowing users to browse the code and retrieve documents by navigating title, chapter and section headings.			
20 c	Full electronic availability of all graphics and tables in the code.			
20 d	Full usability of Internet site by standard browsing software with no additional plug-in or add-in software required (e.g., Adobe Acrobat.) Please indicate the browsers your solution supports and if there is a preferred browser, please note it in your proposal.			
20 e	Users must have the ability to copy and/or download code sections in both PDF and Microsoft Word format (that is formatted for easy editing and use in other documents).			
20 f	ADA compliance: The codifier will provide a way to turn off any frames-based views for better ADA access.			
21	Mobile-friendly browsing or application: The code format will have a user friendly interface and full searching capabilities. Please highlight any special features or applications your product has for mobile use and the mobile platforms and formats your company supports. Please describe any functionality that is not available to customers			

	using your mobile-friendly browser or application.			
22	Electronic Copy: The codifier will provide the Town with an electronic copy of the code every time a new supplement is issued in a format suitable for editing. It is highly desirable that the code be in a Microsoft Word document format. The electronic copy shall be provided at no additional cost to the Town. The Town shall have the unrestricted rights to use and distribute the electronic copy of the Code for use by others.			
23	Share/Email/Print/Download functionality: The codifier should include a feature to allow our customers to share, e-mail, print and/or download portions of the code. We would prefer to have this functionality at the title, chapter and section level.			
24	WEB GIS connection: Provide details for how the online codes can be linked to an online GIS zoning and other code mapping for easy connection to a written code (code linkage included in the mapping software).			
25	Customer Training: The codifier should have online based training about how utilize the features available to customers using the online code. It is also very desirable that the codifier offers periodic webinar training demonstrating the functionality of the product to Town employees.			
26	Employee Training: The codifier will provide an initial webinar based training to Town staff and elected/appointed officials on using the features of the code. Please indicate if your company provides periodic webinars and/or videos demonstrating how to use code features for Town employees and officials.			

Section 5: Information for Service Providers

Disclaimer

This RFP does not form or constitute a contractual document. The Town is not liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted in connection with this RFP. The Town shall not be responsible for any expenses incurred by applicants in preparing, submitting or presenting proposals in response to this RFP.

The Town reserves the right to reject any or all proposals submitted and to determine which proposal is, in the Town's judgment, the most responsible proposal regardless of whether that proposal is the lowest bid. The Town also reserves the right to waive any informalities, irregularities, or minor deviations in any proposal and to delete certain items listed in the proposal if they will not meet the Town's needs or budget requirements.

Any objections to published specifications must be filed in written form with the Director of Community Development prior to the deadline for submittal of the RFP.

Instructions to Proposers

Before submitting the proposals, the proposer shall:

1. Carefully examine the RFP as well as all other attached documents;
2. Fully inform yourself of the existing conditions and limitations;
3. Include with the proposal sufficient information to cover all items required in the RFP.
4. Use the format described in each section to submit your proposal and complete all forms. Attach additional information, if necessary.

Proposal Modifications

Modifications, additions or changes to the terms and conditions of this request for proposal by Proposer may be cause for rejection of the proposal. Proposals submitted in a format other than described may be rejected. No oral, telephone, e-mail proposals or modifications will be considered outside of the process prescribed in this RFP.

Certification of Alteration or Erasure

A proposal shall be rejected should it contain any material alteration or erasure, unless, before the proposal is submitted each such alteration or erasure has been initialed in ink by the authorized agent signing the proposal.

Signature

All proposals shall be typewritten or prepared in ink and must be signed in longhand by the proposer or proposer's agent or designee, with his/her usual signature. A proposal submitted by a partnership must be signed with the partnership name to be followed by the signature and designation of the partner signing. Proposals by corporations must be signed with the legal name of the corporation, followed by the name and signature of an authorized agent or officer of the corporation. Proposals submitted by a sole proprietorship must be signed by the owner and the name of each person signing shall be typed or printed legibly below the signature.

Withdrawal of Proposals

Proposers may withdraw their proposal either personally or by written request at any time prior to the due date set for receiving proposals. No proposal may be withdrawn or modified after the due date and time, unless and until the award of the contract is delayed for a period exceeding ninety (90) days.

Quote Valid

The proposer must honor their quote for a period of ninety (90) days after the RFP due date.

Certification

The proposer certifies that the proposal has been arrived at independently and has been submitted without any collusion designed to limit competition. The proposer further certifies that the materials, products, services and/or goods offered herein meet all requirements and specifications and are equal in quality, value and performance with highest quality, nationally advertised brand and/or trade names.

Insurance Requirements

The proposer certifies that it/they can comply with the Town's minimum insurance requirements of commercial general liability insurance in the minimum amounts of \$1,000,000 per claim and \$2,000,000 per occurrence, with the Town being named as an additional insured. The proposer will also be required to provide evidence of worker's compensation insurance. Proof of insurance will be required in the contract with the successful service provider.

The proposer will agree to defend, indemnify and hold harmless the Town, its officers, agents and employees against all claims, demands, payments, suits, actions, recovery and judgments of every kind and description arising out of the performance of the Contract by reason of any negligent or tortious action or omission of the company, its agents or employees.

RFP Submission

By submitting a response to this RFP, the proposer acknowledges that all information is accurate and complete.

Proposer Responsible for Proposal Costs

The service provider shall be fully responsible for all proposal development and submission costs. The Town does not assume any contractual obligation as a result of the issuance of this document, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of any finalists.

Questions

Questions regarding the Request for Proposal contents may be sent via e-mail to the Director of Community Development, Thomas Poirier, at tpoirier@gorham.me.us until 4:30 p.m. on July 15, 2022. The Town will make every effort to provide an e-mail response within five (5) business days. Whenever responses to inquiries constitute a modification or addition to the original RFP, the reply will be made in the form of an addendum to the Request for Proposal, a copy of which will be forwarded via e-mail.

Service providers must submit their questions using the following format:

1. Proposer's name, requester, and appropriate contact information
2. Clearly state the question

3. Include specific reference to the applicable RFP section(s), page number(s), item number(s), etc.

Section 6: RFP Evaluation and Selection Processes

Phase 1: Initial Review

Proposals received will undergo an initial review to determine:

1. Town evaluation of compliance with RFP submittal instructions and deadlines.
2. Compliance with the Town's terms and conditions.

Phase 2: Evaluation

During this phase, the Town will evaluate service provider's responses to the items listed in Section 4. The top service providers whose proposals, in the opinion of the Town, most closely meet the Town's requirements will move into Phase 3 of the selection process.

Phase 3: Webinar Evaluation

The Town will invite up to three service providers to conduct webinars with the Town, and at no cost to the Town, to discuss our current codification system and our specific needs for the project. Service providers who, in the opinion of the Town, are able to successfully demonstrate their ability to complete the Scope of the Work in Section 3, will move into Phase 4 of the selection process.

Phase 4: Cost Competitiveness and Selection

During this phase, the Town will consider the service provider's qualifications as well as the pricing. The Town Council will award a contract to the service provider who, in the judgment of the Town Council, best meets the Town's overall requirements at the most competitive price.

Section 7: Pricing Requirements

Submit answers to the following request for information in a separate, sealed envelope with your proposal marked "Pricing" on the outside of the envelope.

Please summarize total costs below:

1. Describe in detail all of the costs included in this scope of services, including but not limited to:
 - a. Conversion of the existing Gorham Municipal Codes;
 - b. Editorial work;
 - c. Proofreading;
 - d. Updating/creating the indexes;
 - e. Costs associated with web publishing and updating the electronic version of the code (if your charges vary based on the frequency of updates, please list those costs);
 - f. Per page cost to codify new ordinances;
 - g. Any special costs your company charges for tables and/or graphics;
 - h. Costs to host ordinances sent to the service provider and to link to them in our code;
 - i. Preparation and delivery of one (1) electronic version of the code in Microsoft Word and one (1) hard copy of the code to the Town (please include in your pricing proposal the costs to host and link the 50 ordinances that have established and costs to add amends to the ordinances);
 - j. Cost for Town banner to be included on the page hosting our code;
 - k. Cost to link the codes to WEBGIS, ESRI, or other software;

1. Cost your company will charge for citizens/firms requesting hard copies of the code;
- m. Any other charges not listed here; and
- n. Optional update project pricing for adding agendas and minutes for Town committees.
2. Using the ordinance attached as Attachment C, please tell us how much your company would charge the Town to codify it, host and link to it in our code and any other costs associated with providing the services listed in this RFP including the costs of providing hard copy supplements to the Town for the ordinance.
3. Identify travel expenses and per diem costs associated with all anticipated employees in this project, which will not be covered by the base charge, if applicable.

Section 8: Conditions and Non-Collusion Form

To receive consideration this form must be signed in full by a responsible, authorized agent, officer, employee or representative of your firm.

Conditions and Non-Collusion Agreement

We have read and agree to the conditions and stipulations contained in the Town of Gorham Request for Proposals Gorham Municipal Code Codification Services and to the Standard Terms and Conditions contained therein.

In signing this proposal, I(we) also certify that I(we) have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint or free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not be knowingly disclosed prior to the due date and time to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

Legal Name of Firm/Corporation

Authorized Signature

Date

Printed Name

Address – Line 1

Title

Address – Line 2

Town/State/ZIP