Request For Proposal
Electronic Permit and Case Record System

Community Initiatives Bureau

December 20, 2023

TABLE OF CONTENTS

Page

Appendices

I. Introduction

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.

BPHC is seeking a qualified entity to provide a central electronic records database platform by which programs in the Community Initiatives Bureau (CIB) can manage permitting of regulated businesses and conducting enforcement case investigations. This will include all project phases including: conceptualize, design, test, implement, migrate existing data, document, end user and administrator training, and post "go live" administer/support. The selected system will replace CIB's current system provided by Accela – Accela Automation, Accela Citizen Access, and Accela Mobile.

CIB programs conduct environmental inspections/investigations of potential health hazards impacting the public in Boston and take enforcement action to correct these as well as regulating 10 industries in the city through annual permits/licenses and job-specific permits. Pertinent details of the record types and system requirements are provided in the Scope of Work.

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit https://www.boston.gov/worker-empowerment/living-wage-division.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises(CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE),Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non Profit(MNPO), Women Non Profit(WNPO), Minority Women Non Profit(MWNPO) and local businesses to apply to this RFP.

II. RFP Timeline

December 20, 2023	RFP Legal Notice publication in The Boston Globe
December 20, 2023	RFP available online at boston.gov/bids by **10:00 AM EST**
January 5, 2024	Questions due in writing by **5:00 PM EST** Submit questions by email to: environment@bphc.org Use the subject line – CIB Permit and Case Database RFP Questions
January 11, 2024	Responses to questions available for viewing on boston.gov/bids **4:00 PM EST**
February 23, 2024	Proposal due by **3:00 PM EST** – Submit your proposal as a single PDF file (containing all components of the response) attachment to an email to RFR@bphc.org Use "RFP for CIB Permit and Case Database" as the subject line of the email and name the attached proposal file as <company name> - CIBdatabaseProposal.pdf NO EXCEPTIONS TO THIS DEADLINE
TBD – Invitation will be sent out via email	Interviews: After review of submitted proposals, BPHC may request an on-site or virtual interview with a respondent including demonstration of the proposed solution in a limited example mock up of uses described in this RFP.
March 29, 2024	Notification of Decision: Desired date to award. BPHC has the discretion to extend this time period without notice to the proposers. All proposals shall remain valid and open for a period of one hundred twenty (120) days from the proposal submission date, unless a proposer notifies BPHC of its withdrawal. BPHC may conduct interviews with some or all proposers as part of the evaluation process. Final proposal acceptance and contracting is based upon evaluation of received proposals and contingent upon funding appropriation.

III. Provisions

1.1. Proposal Documents

The submission of a proposal represents and certifies that the Proposer:

a. Has carefully read and fully understands the information that was provided by the BPHC to serve as the basis for submission of this proposal.
b. Has the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
c. Affirms that all information contained in the proposal is true and correct.
d. Did not, in any way, collude, conspire to agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms or conditions of this proposal.
e. Acknowledges that the BPHC has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by Proposer, and Proposer hereby grants the BPHC permission to make these inquiries, and to provide any and all related documentation in a timely manner.
f. Understands that final decision and contract execution is contingent upon budget appropriation of sufficient funding for the project.
g. Collusion: Warrants that its proposal is genuine and not spurious or collusive or made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.
h. Non-Conforming Proposal: A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for nonacceptance of the proposal, at the sole discretion of the Boston Public Health Commission.
i. Gratuities: No person shall offer, give or agree to give any BPHC employee any gratuity, discount or offer of employment in connection with the award of contract by the BPHC. No BPHC employee shall solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a BPHC contract.

1.2. Attachments

The attachments below are included with this Request for Proposals (RFP) for review and submittal (see asterisk):

Attachment A – Proposer's Information Form*
Attachment B – Scope of Work
Attachment C – Qualifications of Firm Relative to BPHC's Needs
Attachment D – Cost Proposal Format

**Attachment A shall be filled out, signed by the appropriate representative of the company/proposer/consultant and returned with submittal.*

1.3. Addenda/Clarifications

Questions or comments regarding this RFP must be put in writing and submitted to environment@bphc.org no later than 5:00 PM on January 5, 2024. Use "CIB Permit and Case

Database RFP Questions" as the subject line of the email. Inquiries received after the date and time stated will not be accepted and will be returned to senders without response. Responses from the Boston Public Health Commission will be communicated in writing to all recipients of this RFP. Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, such clarifications will be communicated to all recipients of this RFP in a similar manner. All addenda shall become a part of this RFP and shall be acknowledged on the Proposer's Form. The Boston Public Health Commission shall not be responsible for nor be bound by any oral instructions, interpretations or explanations issued by the Boston Public Health Commission or its representatives.

1.4. Submission of Proposals

All proposals shall be submitted as a single PDF file (including all application components and attachments) by email to: RFR@bphc.org

Proposals are due by 3:00 PM EST on February 23th, 2024.

Use "RFP for CIB Permit and Case Database" as the subject line of the email and name the attached proposal file as <company name> - CIBdatabaseProposal.pdf.

1.5. Proposal Withdrawal

A Proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by sending request for withdrawal using the subject line "Withdraw of Proposal CIB Permit and Case Database". Clearly indicate in the body of the email the Proposer name, intention to withdraw the proposal, and the name and relationship to the Proposer of the person requesting to withdraw the proposal.

1.6. Award and Contract

This RFP does not commit the Boston Public Health Commission to enter into a contract, nor does it obligate the Boston Public Health Commission to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The Boston Public Health Commission reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent Requests for Proposals;
- Postpone opening for its own convenience;
- Remedy technical errors in the Request for Proposals process;
- Approve or disapprove the use of Sub-Contractors;
- Negotiate with any, all or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the Proposals and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the Boston Public Health Commission.
- An agreement shall not be binding or valid with the Boston Public Health Commission unless and until it is executed by authorized representatives of the Boston Public Health Commission and of the Proposer.

IV. Disqualifications & Ineligibility

1.7. Disqualification: Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

a. Evidence of collusion, directly or indirectly, among Proposers regarding the amount, terms or conditions of this proposal;
b. Any attempt to improperly influence any member of the evaluation team;
c. Existence of any lawsuit, unresolved contractual claim or dispute between Proposer and the Boston Public Health Commission;
d. Evidence of incorrect information submitted as part of the proposal;
e. Evidence of Proposer's inability to successfully complete the responsibilities and obligation of the proposal; and
f. Proposer's default under any previous agreement with the Boston Public Health Commission, which results in termination of the Agreement.

1.8. Ineligibility: To avoid any conflict of interest or perception of a conflict of interest, Proposer(s) selected to provide professional services under this RFP will be subject to the following requirements:

a. Any Proposer(s) who works on procurement / solicitation of this RFP will be precluded from submitting proposals or proposals as a prime contractor or subcontractor in the ultimate procurement.

V. Qualifications

Proposers must possess the following qualifications for each role and assignment as indicated:

a. Possess an established successful track record developing/providing solutions similar in scope and function to that outlined in the Scope of Work.

b. Possess effective communication and project management skills to keep tasks moving forward in the most expedient manner possible, while at the same time being able to clearly explain issues, solutions and best practices to BPHC staff

c. Have strong data skills with technical skills spanning areas of expertise from a Database Administrator to Developer to Enterprise Application Administrator and Business Analyst.

VI. Evaluation

BPHC staff will evaluate the proposals provided based on the following criteria:

a. Quality and completeness of Proposal and matches to the scope of work
b. Quality, performance and effectiveness of the solution, or services to be provided
c. Proposer's experience, including the experience of staff performing work of a similar nature
d. Proposed cost(s)
e. Quality and completeness of the proposed implementation timeline and ability to demonstrate performance of the work within the time specified
f. Compliance with applicable requirements

The selection committee will make a recommendation to the awarding authority. The acceptance of the proposal will be evidenced by written Notice of Award from the Boston Public Health Commission.

VII. Interview

Proposers may be required to participate in an oral interview. The oral interview will be a panel comprised of members of the selection committee. Proposers may be asked to present at this time a 'proof of concept' working demonstration of their proposed solution to show their capability of meeting BPHC's key functional needs as outlined in the Scope of Work.

Proposers may only ask questions that are intended to clarify the questions that they are being asked to respond. Each Proposer's allotted time for oral interviews will be determined randomly. Proposers who are selected shall make every effort to attend. If representatives of the Boston Public Health Commission experience difficulty on the part of any Proposer in scheduling a time for the oral interview, it may result in disqualification from further consideration.

VII. Period of Performance

The effective date of providing the required product and services shall be from date of contract execution through June 30, 2025.

If BPHC desires to extend the contract, BPHC shall send a notice in writing to the vendor. All awards and extensions are subject to annual appropriation of funds. The provisions as indicted within this RFP with respect to extensions of the terms of the contract shall be null and void if the contract has been terminated or revoked during the initial term or any extension thereof. All decisions to extend the contract are at the option of the Boston Public Health Commission.

VIII. Proposal Requirements

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the Boston Public Health Commission's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc. will not be considered in the evaluation.

All proposals shall address the following items in the order listed below and shall be numbered 1 through 8 in the proposal document.

A complete proposal will consist of the following:

- Completed Proposer Information Forms (Attachments A, A.2, and A.3)
- Section 1 Proposal Summary (4 page maximum)
- Section 2 Business Profile (3 page maximum)
- Section 3 Completed Proposer Qualifications form (Attachment C)
- Section 4 Workplan (10 page maximum)
- Section 5 Proposer Innovations (optional, 3 page maximum)
- Section 6 Future Development Roadmap (optional, 3 pages maximum)
- Section 7 Project Staffing
- Section 8 Cost and Rates (1 page summary and completed table in Attachment D)
- Appendix 1: Resumes/CVs of key project staff
- Appendix 2: Listing of any lawsuits or litigation as specified in Section 2 (no page limit)

1.9. Section 1 – Proposal Summary

This Section shall discuss the highlights, key features and distinguishing points of the Proposal. Include a list of individuals and contacts for this Proposal and how to communicate with them. Limit this Section to a total of four (4) or fewer pages.

1.10. Section 2 – Business Profile

This Section shall include a brief description of the Prime Proposer's firm size as well as the proposed local organization structure and the project team. Include a discussion of the Prime Proposer firm's prior experience with similar projects, financial stability, capacity and resources. Include all other firms including partners and key sub-contractors participating in the Proposal, including similar information about the firms. Limit this description to no more than three (3) pages.

1.11. Section 3 – Qualifications

This Section shall include a brief description of the Proposer's and sub-Proposer's qualifications and previous experience on similar or related projects. Provide in a table format (see Sample Table, Attachment C) descriptions of pertinent project experience with other public municipalities and private sector entities that includes a summary of the work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, email address, and phone number of clients to be contacted for references. Give a brief statement of the firm's adherence to the schedule and budget for the project. This Section shall include information regarding any relationships with firms and/or individuals who may submit proposals in response to the RFPs being developed.

1.12. Section 4 – Work Plan

This Section shall present a well-conceived project service plan. Include a full description of major tasks and subtasks. This section of the proposal shall establish that the Proposer understands BPHC's objectives and functional needs as outlined in the Scope of Work and the Proposer's ability and approach to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services and technical ability to meet each of the functional needs. Key responses in this section to the requirements sections in the Scope of Work. Provide an overall timeline for the project noting key milestones and deliverables for both the Proposer and BPHC to meet a completion date of May 1, 2025. If presenting an 'off the shelf' or customized off the shelf solution, clearly describe how the solution meets each functional need outlined in the Scope of Work. If proposing a custom development, clearly state such and explain how each need will be met. Clearly state if the proposed solution will be on-site on BPHC servers or hosted off-site. Clearly specify resources or assets (staff time, software and hardware systems, data sets, etc.) that must be provided by BPHC during development and implementation. Limit this section to ten (10) or fewer pages.

1.13. Section 5 - Proposed Innovations (Optional)

The Proposer may also suggest technical or procedural innovations that have been used successfully on other engagements and which may provide the Boston Public Health Commission with better service delivery. In this Section discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the Boston Public Health Commission. Limit this section to no more than three (3) pages.

1.14. Section 6 – Future Development Roadmap (Optional)

The Proposer may include a brief summary of the planned development roadmap for their product for the 18 to 24 months following go-live of the BPHC system. This should include both planned incremental improvements and any major added components/functionality and clearly indicate which are planned as included components of the initial purchase and/or service contract and which are anticipated to be additional resources with a separate license or service contract. Limit this section to no more than three (3) pages.

1.15. Section 7 – Project Staffing

This Section shall discuss how the Proposer would propose to staff this project. Key project team members shall be identified by name, title, specific responsibilities on the project, and qualifications relevant to those responsibilities. Include an organizational chart for the project team. Resumes should be included in Appendix 1. Key personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal. There is no page limit to this section.

1.16. Section 8 – Costs and Rates

The fee information is relevant to a determination of whether the fee is fair and reasonable in light of the services to be provided. Provision of this information assists the BPHC in determining the firm understands the project, and provides staff with tools to negotiate the cost. Provide this information in a 1-page summary and by completing the table in Attachment D.

Proposer shall provide the following information

- Total 'not to exceed' project cost inclusive of development, testing, data migration, documentation, and post go-live staff training/support
- Annual maintenance/hosting cost, if any, for at least the first 5 years post implementation. Clearly state if the proposed solution is intended as a one-time development project with optional support contracts, an annual licensing or software as a service model, or other format and include the basis for the cost (flat amount, per user license, etc). Be sure to include the cost of any needed plug-ins or licenses of required supporting third party software
- Direct labor rates for proposed staff;
- Overhead rate and breakdown of overhead elements;
- Subconsultant billing rates and mark-up percentage for ODC's (other direct costs);
- and identify all reimbursable expenses.
- Most recent complete financial instrument that would establish Proposer's ability to complete the obligations of the contract resulting from this solicitation. (optional)

This Section shall include the proposed costs to provide the services desired. Include any other cost and price information plus a not-to-exceed amount that would be contained in a potential agreement with the Boston Public Health Commission. The hourly rates may be used for pricing the cost of additional services outlined in the Scope of Work.

NOTE: BPHC does not pay for goods or services prior to receiving. BPHC will not adhere to stipulations in Proposals which request upfront payments or deposits prior to services being provided.

1.17. <u>Appendix 1</u>

Attach resumes/curriculum vitae for each key project team member listed in Section 6.

1.18. <u>Appendix 2</u>

Attach a listing of any lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the Proposer or by its subcontractors where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five years.

APPENDICES

ATTACHMENT A

A.1 PROPOSER'S INFORMATION

Company or Entity Name: ____

Address: ____

Telephone: ____

Email: ____

Taxpayer Identification #: ____

Contact

Name: ____

Title: ____

Telephone: ____

Email: ____

A.2 AUTHORIZATION

No proposal shall be accepted which has not been signed in the appropriate space below. By signing, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP. No request for modification of the proposal shall be considered after its submission on the grounds that the Proposer was not fully informed as to any fact or condition.

1. If Proposer is INDIVIDUAL, print or type and sign here:

   Name: ______________________________ Title: ______________

   Signature: ______________________________ Date: ______________

2. If Proposer is PARTNERSHIP or JOINT VENTURE; at least two (2) Partners shall print or type sign here:

   Partnership or Joint Venture Name: ______________________________

   Member of Partnership or Joint Venture Signature ______________________ Date: __________

   Member of the Partnership or Joint Venture signature ______________________ Date: __________

3. If Proposer is a CORPORATION, the duly authorized officer shall sign as follows:

   The undersigned certify that he/she is respectively of the corporation named below; that they are designated to sign the Proposal Cost Form by resolution (attach a certified copy, with corporate seal, if applicable, notarized as to its authenticity or Secretary's certificate of authorization) for and on behalf of the below named CORPORATION, and that they are authorized to execute same for and on behalf of said CORPORATION.

   Corporation Name: ______________________________

   Authorized Officer Name: ______________________ Title: ______________

   Signature: ______________________ Date: ______________

A.3 ADDENDA

To assure that all Proposers have reviewed each potential addendum, check the appropriate box below. Failure to acknowledge receipt of an addendum/addenda may be considered an irregularity in the Proposal. Please check the number of addendum issued by BPHC and reviewed:

One ____	Four ____
Two ____	Five ____
Three ____	Six ____

No Addendum/Addenda Issued ____

ATTACHMENT B

B.1 SCOPE OF WORK

1 PROJECT OVERVIEW

The Boston Public Health Commission (BPHC) seeks a qualified consultant to conceptualize, design, test, implement, document, and deliver a secure electronic platform for the management of the Community Initiative Bureau's (CIB) permitting, outreach, and enforcement case management activities which will be referred to throughout as the "Permit and Case Record System" or "The System". A successful proposal will provide a System that replaces and improves upon the current solution provided to CIB by the combination of Accela Automation, Accela Citizen Access, and Accela Mobile. The System will enable the multiple programs within CIB to regulate multiple industries in Boston, manage investigation and enforcement cases, and coordinate outreach and educational efforts provided to individuals, businesses, and groups. The System will incorporate components for back-office data entry and data management, mobile data collection in the field and mobile access to stored records, online submission of permit applications by regulated entities, limited curated public access to stored information, ability to build custom reports and queries against the data set with formatted output, and ability for BPHC staff to customize and evolve the system through creation of additional record types, fields, record relationships, and reports as operating needs change.

The proposed project should include:

1. Discovery Phase – reviewing existing CIB systems, data structures, and operational needs
2. Design and Development – build out of The System with input from key CIB staff
3. Function Testing – working with key CIB staff to ensure all required components of The System work as required
4. Data Migration – Transfer of existing records and stored electronic documents/images in Accela to The System including re-mapping of fields and record relationships as needed
5. Acceptance Testing
6. Documentation – providing CIB with adequate documentation for both administrative users and daily end users to learn how to use The System and reference for "how do I…." questions
7. Post 'go live' Support – a post-launch period of support to address any bugs or unmet needs found by end users in the rigors of real-world use during the first 6 months. This may also include provisions for an ongoing support/service contract.

2 PROJECT OBJECTIVES

The System will help BPHC staff, regulated entities, and members of the public coordinate more efficiently on the protection of the public from environmental health risks. The consultant will provide consulting services to conceptualize, design, test, implement, document, migrate legacy data to, and administer a secure electronic System. The System should be accessible to BPHC staff (in office and remotely), authorized members of the regulated community outside of BPHC, and members of the general public with appropriate limitations on the data and functions available to each user category. It will offer a current, integrated suite of tools to perform work and increase accessibility to information.

3 HIGH-LEVEL REQUIREMENTS

a) Using the current Accela solutions as a model for the new system, conceptualize/propose a new database system to meet the functional needs and security requirements specified in this Scope of Work.

b) The system must manage:
   a. The Permit Application Process – establishment of new business entities, submission of applications, payment of fees through connection to a third-party payment processor identified by BPHC, review and approval of applications by BPHC staff, issuance of permits and licenses, tracking of expiration and renewal of annual permits/licenses, and relation of inspections and enforcement cases to regulated businesses/individuals as appropriate.
   b. Complaint and Enforcement Case Management – receipt and recording of complaints of potential environmental health hazards or violations of regulations, recording of field inspection data including custom checklist data, storage of related photos and documents, maintenance of case record timeline and workflows/status history, and association of case records with other location, case, and permit records where appropriate.
   c. Documenting Outreach Activities – record destination, purpose, and notes about field work by staff attending community events, participating in meetings, or conducting door knocking or telephone outreach.
   d. Making Data Accessible – selected data from The System should be publicly accessible/searchable online; regulated entities applying for permits/licenses online should be able to access their current and past records as well as submit new applications or make renewals; and BPHC should be able to make use of pre-built and ad-hoc reports including generation of permit certificates, field staff trip sheets and route mileage reports, monthly/quarterly/annual productivity reports, enforcement case summaries, etc.

c) The developed system must:
   a. Have a user-friendly interface for data entry, document upload, and the review/approval process both on the 'back office' and public facing sides. This will include ability to create records "in the office", ability for members of the public or regulated community to create records online via a website interface (submitting a complaint, applying for a permit, etc.), and ability for BPHC staff to access and update records in the field on a mobile device.
   b. Allow for records to be assigned and re-assigned to staff.
   c. Maintain security via username and password with ability to enable 2-factor authentication of login and by assignment of specific user roles with different levels of data access and ability to make changes.
   d. Maintain versioning and activity/status history of records and required permit documents.
   e. Maintain and archive records and documents using digital retention policies specified in the planning phase.
   f. Store digital documents (PDF, JPG, etc.) associated with records.
   g. Connect with a payment processor to allow applicants for permits/licenses using the public online portal to securely pay for required fees by credit card or ACH.
   h. Provide a means for easy and intuitive searching for information (data, documents, application status, specific contacts, addresses, etc.) by BPHC staff and registered users (who may only see/access information allowable by their access level)

i. Provide reporting features to track user activity and improve the regulatory oversight and compliance decision-making processes including status reports, activity dashboards, summaries of permitted entities, etc.
j. Allow for electronic data access and entry (applications, renewals, incident reports, inspection data) on mobile devices (smartphone, tablet).
k. Allow for BPHC to edit existing and create new record types, fields, automations, workflows, and reports as needed to accommodate changing needs over time.
l. Include a workflow or task list structure to records to track "what has been done" and 'what needs to be done next" by record type.
m. Include scripting or automation of key universal activities as appropriate such as automatically updating a record's status based on a date check (expiring a permit when past its end date) or when a triggering event occurs.

d) After review and approval by BPHC team, implement the designed system including build-out of all record types, data fields, process flows, automations, and reports necessary to meet the current BPHC work functions.
e) Migrate existing data to the new system.
f) Conduct comprehensive testing of the implemented system to validate all functionality and security requirements have been met.
g) Compile, edit, and provide all final documentation including administration reference documents, user guides, and 'how to' instructions.
h) Provide staff training including training of system managers in oversight and administration (including expanding/editing system structures) and front line staff as specified in this Scope of Work.

4 SYSTEM REQUIREMENTS

All system requirements shall comply with BPHC infrastructure specifications and requirements.

4.1 System Environment

The new CIB records management System can be hosted on-premises on Azure cloud environment, or it can be hosted in the cloud, meaning the software is run on servers maintained and operated by the proposer or a third-party hosting provider. If hosted, include specifications and capacity in the proposal.

5 FUNCTIONAL COMPONENTS

5.1 Permits

Programs in CIB currently regulate 10 industries active in the City of Boston through issuance of project-based permits, annual permits, and annual licenses. Permitting activities include receipt and processing of permit applications including uploaded documents, review of documents, conducting pre-permit inspections, issuance of permits, tracking of permits about to expire/expired, and conducting both routine and complaint-based compliance checks on regulated entities.

The System must allow for “back office” data entry of permit applications received directly at the BPHC offices and for regulated individuals to access the system online to submit and pay for a permit application by directly entering pertinent information and uploading required supporting documents. Online payment is via third-party payment processor and the successful applicant must show that the System can successfully ‘hand off’ the applicant to the payment processor and return the applicant and confirmation of payment to the System when complete.

The general process loop for permits and licenses is as follows:

1. Applicant submits application and payment
2. Review of application and supporting documents by permit team staff. May include request for additional materials from the applicant to move forward
3. Check for outstanding fines or violations which must be resolved before the application can more forward
4. Assignment of the record to an Inspector for a paperwork review and/or site inspection. The review and site inspection must be recorded and successfully completed to move forward
5. Issuance of the permit or license to the applicant including printing and mailing the certificate as well as an electronic copy of the certificate
6. Tracking of the expiration of the issued permit/license and updating the record status as appropriate
7. For annual permits/licenses, issuance of a reminder letter/email prior to expiration and flagging of the record for enforcement inspection should it expire without renewal
8. For annual permits/licenses, submission of a renewal application by the applicant to being the process at step 1 again.

The regulated industries currently include:

1. Asbestos Abatement Projects – permit issued for each project; approximately 1,400 permits annually
2. Body Art – annual operating permits issued to establishments (25), artist licenses issued to individual practitioners annually or on a temporary basis (approximately 350 per year)
3. Funeral Directors – annual licenses issued to 36 individuals.
4. Indoor Ice Rinks – annual operating permits issued to 3 establishments
5. Medical Marijuana – annual operating permits issued to establishments (6), annual agent licenses issued to dispensary employees (approximately 100 each year)
6. Nail Salons – annual operating permits issued to approximately 200 establishments
7. Tanning Salons – annual operating permits issued to approximately 15 establishments
8. Tobacco – annual operating permits issued to approximately 1,400 tobacco retailers
9. Waste/Recycling Businesses – annual operating permits issued to 6 businesses
10. Wells – installation/construction permits issued to individual projects and annual operating permits issued for completed private water/irrigation wells

Current record structure is a ‘parent’ record for each regulated business with multiple ‘child’ records for each annual operating permit and associated individual licenses. Applicants renewing a permit or license must re-enter all information each time and associate the new record with the parent. An area for improvement to the public-facing portal would be functionality allowing an applicant to select their most recent permit/license, indicate the desire to renew it, and keep/update existing data rather than re-enter as well as an automation to send an email to a contact address within BPHC or otherwise ‘flag’ when a new or renewal application has been submitted online.

5.2 Enforcement Cases

CIB programs currently work with two broad categories of enforcement case records: complaint-based cases and enforcement of violations found during routine inspections. These are further broken down by the context in which they occur as follows:

A. Complaint-based enforcement NOT in a permitted business – these records start with an initial complaint from a member of the public or referral/request from another agency. The System must be able to track information about the complaint (address, key contacts, nature of the complaint, associated documents), associate the complaint with an address and property owner in a way that allows for identification of current or past complaints at the same address (preferably with integration to the city's tax assessor's database of properties), associate multiple inspections with the complaint (including collected notes, checklist items, photos, and other documents), track the status and status history of the complaint from initial complaint through verification that a violation/hazard exists to enforcement steps and eventual closure, and maintain case notes/narratives. This category should also allow inspectors who are in the field on other business to create a complaint record based upon seeing a violation 'in the wild' such as illegal renovation work when driving past an address.
B. Complaint-based enforcement at a permitted business – these types of cases must include the same components as above but also allow for connection to the record of the regulated business and its active permit as well as for the imposition of monetary fines that are tracked in the system such that the business cannot renew their permit until all fines are paid.
C. Violations found during routine inspections – these relate to the creation of an enforcement case based upon a routine pre-permit inspection of a regulated business or routine 'random check' inspection of a regulated business when a violation is found. As above, it must connect to the business record, allow for imposition of fines, and contain all the other components and functions of an enforcement case. Additionally, it needs to clearly connect to the routine inspection record that was previously created/scheduled through processes in 5.1 above.

Key information tracked for enforcement cases includes:

- Complainant information – name, address, phone number, email address, relationship to the case, anonymous status, if the complaint came in from the public or other agency, etc.
- Complaint information – narrative description of the problem, category of hazard/violation (currently we track a primary hazard type only, a desired improvement would be to track multiple hazard types per complaint), type of hazard (routine, emergency, after-hours, etc.), complaint location (address, business name, etc.), uploaded documents/pictures provided by the complainant, etc.
- Multiple key contacts – name, address, phone number, email address, relationship to the case (property owner, business operator, tenant, contractor, consultant, city agency, etc.)
- Track multiple inspection visits – visit date and time, type of inspection, inspection results/outcome, inspection notes, associated documents (scanned paperwork, pictures/video taken, etc.), inspector conducting the inspection, and method of travel to the site (personal vehicle vs. BPHC vehicle)
- One or more hazard/violation-specific custom checklists per inspection
- Case management comments/progress notes
- Record status and history – most records start as an unverified Complaint that moves through stages of "received" and "assigned" until the first inspection where it can either be continued as "investigation pending", "closed not verified", or escalated to the status of a Case because one or more violations were confirmed. As a Case, the record goes through progressive steps of investigation and enforcement through to eventual resolution and closure. This status is important

as reporting measures for BPHC include numbers of complaints received by hazard type and percentages of complaints received that result in verified enforcement cases as well as for management tracking of caseload status.

5.3 Outreach & Education Activity

CIB conducts outreach and education work in 4 broad categories. Efforts in each must be recorded within the system for purposes of documenting services provided, tracking case management, and routine reporting as described below. These categories are:

A. Meetings with groups/organizations/businesses and small group presentations – for these outreach efforts, the office needs to track where/when the meeting happened, which CIB staff participated, method of attending the meeting (personal vehicle, BPHC vehicle, virtual, meeting at BPHC, etc.), who they met with (group/organization/business) and what topics/issues were covered. The System must be able to track repeat work with the same group/organization/business and, in the case of working with regulated entities (see permits above), link to the main entity record. Currently, these efforts are tracked in CIB's Accela system as Inspections associated with a specific "destination" record type or with the business record in the case of permitted entities.
B. Outreach based on enforcement cases or permit inspections – In these situations, the outreach staff will be asked by enforcement staff to provide educational support to a business that failed an inspection or to support the client of a complaint-based case with additional needs beyond the scope of the enforcement Inspector. It's critical that documentation of this be connected to the main record of the enforcement case or permit inspection. All the same information should be tracked as meetings with groups/businesses above.
C. Attending community events/health fairs/etc. – This category functions the same as meetings with groups/businesses above currently. In the successful new System, activities in this category will distinguished from the other category for better tracking and reporting.
D. Holding formal training classes – CIB offers training classes in topics including Moderate Risk Deleading and Bloodborne Pathogen Training for Body Artists. The System must be able to record the record of each such training including date, time, location, instructor, and names of each participant who completed the training. This is a function that is not present in the current Accela system and is a needed addition in the new System.

5.4 Reporting

The System must be capable of both producing output from pre-built reports and also the creation/modification of new reports as needed. Report outputs must be available as both PDF and XLS format depending on the type of report. Reports that must be part of the initial development are:

A. PDF permit/license certificates for each of the regulated industries listed above (16 different reports)
B. Training completion certificates for participants of the training classes described above in 5.3D (2 different reports)
C. Daily destination report that each inspector runs daily showing scheduled inspection addresses and estimated inspection times/types (1 report type).
D. Productivity 'dashboard' report summarizing number of inspections conducted, permits processed, outreach visits done, permit fees received, average time to process a permit/close a case, etc. for a user-specified time period

E. XLS format data extract of field activities and addresses for a user-specified time period for generating calculated miles driven for reimbursement. This report is currently run monthly for each field staff extracting address, date, and time of each inspection attended via personal vehicle with the output fed into a GIS application to calculate routes and mileage for the final reimbursement report. The System must at a minimum replicate this first output step. A preferable improvement is to integrate the GIS process so as to make it a single-step report rather than the current 2-step operation.
F. XLS export of retailer inspection and enforcement data for the Tobacco program's monthly reports to the state
G. PDF "leave behind" standardize inspection report usable by all inspection types
H. PDF Case Summary report extracting all pertinent data on a complaint case including core information (address, complainant contact information, complaint description, list of associated contacts/responsible parties, creation date), key timeline dates/steps, dates of individual inspections with inspection notes and outcomes, chronological output of case comments/notes, contact lists, list of associated documents uploaded to the system.
I. XLS lists of regulated businesses by type and by status including open/not open, inspected/not inspected, in violation, and balance due.
J. Listing of record assignments by staff assigned, date created/assigned, and record status.

5.5 Public Access

The System must provide for three types of public access to view and enter data as follows:

A. Online permit/license application – regulated individuals need to be able to make an account in the system which allows them to log in to submit and pay for a permit or license application/renewal including entry of data and uploading of documents. These users must also be able to review the content and status of their previously submitted application without the ability to make changes to permit/license records once issued. This is a component of the current Accela system that is active.
B. Submission of complaints – members of the public must be able to submit information about suspected environmental hazards or violations of regulations via an online portal which requires providing a name, email, and telephone number but does not require the creation of a user account.
C. Records request/review – members of the public should be able to conduct limited search of the database for public records requests. Available searches should include checking the current permit/license status of regulated entities, requesting a list of all currently permitted/licensed entities of a specified type, requesting a history of enforcement cases on a provided address. The request must returned limited sets of information. For example, a list of all licensed body artists should return the names of the artists, the establishments where they work, and the expiration date of their licenses but not provide the home address and contact info of the individual artists. The portal should also allow for members of the public to submit a request for more detailed information to the office for later email follow-up.

6 FUNCTIONAL REQUIREMENTS

a) Permit application and management: The software should provide a way for citizens and businesses to apply for permits online, and for government employees to review, approve, and track the status of permit applications. It must also allow for back-office data entry of permit applications received in hard copy.

b) Inspections management: The software should allow for scheduling, tracking, and reporting of inspections, including the ability to upload inspection results and any necessary documentation.
c) Payment processing: The software should provide a way for citizens and businesses to pay permit fees and fines online, and for BPHC employees to track and manage payments.
d) Document management: The software should provide a way to store, organize, and retrieve documents related to permits and inspections, and reports.
e) Reporting and analytics: The software should provide tools for generating reports and analyzing data to help government employees track performance, compliance, and revenue.
f) Security: The software should provide security features to protect the confidentiality and integrity of data, user access control, and compliance with BPHC data privacy laws.
g) Integration capability: The software should have the capability to integrate with other systems such as GIS, CRM, and financial systems to provide a more comprehensive solution.
h) Mobile accessibility: The software should be accessible through mobile devices, such as smartphones and tablets, to provide field workers and inspectors with access to information and tools while in the field. This must include offline store and forward capability to work with record data and collect information without an internet connection for later upload when connection is restored.

7 SECURITY & ACCESS REQUIREMENTS

7.1 Security Requirements

The successful application will ensure the security protocols will meet or exceed the following specifications:

a) Two-factor authentication with single sign-on (BPHC currently uses RSA Authentication Agent and will work with the selected bidder to implement this or other identified solution);
b) Permission and role-based access to data, information, and modules.
c) Segregation of entity specific data and information; and
d) Adheres to NIST guidelines.

The application will be required to use the BPHC's Information & Technology Services security system standard to enable secure connections and interactions between the new CIB records management System and external users.

7.2 System Access Requirements

System must include the ability for Public Users to access the system, to apply for new permits, complete required forms, and upload the required documents. To access the system, all users will be required to create a secure account, to protect the security of the data and information. Users will be required to enter a user ID and password. External Entity Users with secure accounts will only have access to their own entity's permit data and information while BPHC Approval users will have access to all records.

7.3 Application Domain

The current CIB records management System is a web based and accessed at a secure domain which is hosted and managed by the vendor. BPHC invites proposals for a System using a similar hosted model or development of an on-premises solution. Please clearly specify which approach is being proposed and the associated post-implementation costs.

7.4 System Users and Roles

The following user types and roles will be required to access the new CIB records management System:

USER TYPE	USER ROLE
Administrator	This user would have access to all features and functionality of the software, including the ability to add or remove users, create and modify record types/configurations, create and modify reports/checklists/workflows/etc., and otherwise configure system settings.
Super User	This user has access to all data in the system and limited system tools including the ability to add/remove/edit users of Office Team and Public User types, delete records and record data, create/modify reports and checklists, and all other permissions of the Office Team user level.
Office Team	This user has access to create/view/edit all record types and record data, schedule and result inspections and outreach visits including attachment of documents to records, update record statuses, enter fines/violations on records, and run built reports/queries. This user CANNOT delete records or add/edit/remove other users.
Regulated Public User	This user would have access to a limited subset of the software's features and would be able to apply for a new or renew an existing permit, view information about their current and previous records (permit applications, inspection results, code enforcement actions, and permit certificates), and can make the payment for the permit application or enforcement action.
General Public User	This user level does not require login credentials and can perform only two functions: submitting complaints about hazards/violations via an online form and running a limited set of pre-built

	reports to retrieve publicly available subset of data.

8 SYSTEM DOCUMENTATION REQUIREMENTS

The following documentation will be required upon completion of the project.

8.1 User Manual/Guide

The consultant must provide a User Manual or Guide for the new CIB records management System to BPHC. The Manual or Guide will be used to instruct BPHC staff and outside users in the daily use of the system. The document must include both a written guide and associated images (such as screenshots or clear, simplified diagrams). Video tutorials may also be included as part of the User Guide documentation. The guide should avoid using technical terms and jargon wherever possible and include a glossary of clear definitions clearly explaining those technical terms that cannot be avoided. Key topics covered must include, but are not limited to, general system navigation, creating and working with permit and complaint records, record association, creating and working with inspections and checklists, assessing fines and fees, a 'how to' process for Regulated Public Users for applying for/renewing permits/licenses, running reports, and accessing help.

8.2 Technical Documentation

A technical reference document for the system suitable to allow BPHC ITS staff to effectively maintain and modify the system including database design schematic, data dictionary of fields, encryption keys, admin passwords, documentation of any scripting or automation, guides for creating/modifying record types/checklists/reports, etc.

ATTACHMENT C

C.1 Qualifications of Proposer

	Project Name	Client	Description of Work Performed	Total Project Cost	Percentage of Work Firm Is Responsible For	Period of Completion	Client Contact*
1.							
	Did your firm meet the project schedule (Circle one): Yes or No Give a brief statement of the firm's adherence to the schedule and budget for the project:						
2.							
	Did your firm meet the project schedule (Circle one): Yes No Give a brief statement of the firm's adherence to the schedule and budget for the project:						

**Include Name, Title and Telephone Number*

C.2 Qualifications of Proposer

	Project Name	Client	Description of Work Performed	Total Project Cost	Percentage of Work Firm Is Responsible For	Period of Completion	Client Contact*
3.							
	Did your firm meet the project schedule (Circle one): Yes or No Give a brief statement of the firm's adherence to the schedule and budget for the project:						
4.							

	Did your firm meet the project schedule (Circle one): Yes or No Give a brief statement of the firm's adherence to the schedule and budget for the project:

**Include Name, Title and Telephone Number.*

ATTACHMENT D

D.1 Cost Proposal

(Complete the following Cost Proposal form as provided in Attachment D. Content should match cost for scope of services required)

Scope	Labor Categories (e.g., Consultant, Sr. Consultant, etc.)	Estimated Hours	Hourly Rate	Extended Rate
Task 1			$	$
			$	$
			$	$
Task 1: Total *(Not to Exceed)*			$	$
Task 2			$	$
			$	$
			$	$
Task 2: Total *(Not to Exceed)*			$	$
Task 3			$	$
			$	$
			$	$
Task 3: Total *(Not to Exceed)*			$	$
Task 1 - 3: Total *(Not to Exceed)*			$	$