



# TRANSYLVANIA COUNTY

## Public Health Department - Environmental Health Division

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Brevard, North Carolina 28712  
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Elaine Russell  
Public Health Director

Dean Landreth  
IT Director

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

#### **Environmental Health Permitting and Inspections Software Solution**

##### **Introduction**

Transylvania County Public Health (TPH) requests interested firms/individuals to submit creative proposals for managing the Environmental Health Division permitting and inspection functions in order to provide the County with an up-to-date data management system while improving customer service through increased access to data. Managing such systems requires a level of expertise that is unique with ever-changing technology.

In addition, as part of this proposal the Proposer will submit pricing for converting data held in Access databases, and in Laser Fiche files for use in the new system.

Proposals shall be submitted in a format conducive with the outline below based on system components. The selected Proposer will work with Transylvania County staff to create and implement a plan, to transition from our current Access databases, Laser Fiche files, paper records, and potentially from our current vendor that has our permitted establishment files (food service, pools, lodging, institutions, day care, tattoo parlors etc.), into a solution that is:

- Internet based with Cloud data storage,
- GIS compatible
- Compatible with collection of field data through hand held technology
- Integrated to allow for direct linking of data between on-site permits, establishment files, complaint and sampling information
- Public facing with customer screens for permit applications, payments, and limited data retrieval
- Protective of data through encryption where necessary and has rapid data recovery
- Intuitive for TPH employees to rapidly begin using the system components after training sessions
- Adaptable to changing requirements from the state

Transylvania County invites any qualified firm/individual to submit a proposal. Firms/individuals responding to this request must be responsible bidders, regularly and practically engaged in supplying and maintaining environmental health permitting and inspection software to provide the general requirements of this RFP, and possess ample resources to perform this work. The County encourages participation in this procurement process by minority-owned businesses, women-owned businesses and businesses owned by disabled persons.

The Proposer that is chosen shall provide Transylvania County with the highest quality and most flexible, most efficient and most up to date technology at the lowest possible cost. The award of contract will be based on the company making the proposal that best meets the needs of the County. The lowest aggregate cost will be a significant factor, but not necessarily the dominant factor, in determining which proposal to accept.

This solicitation is for the procurement of information technology goods and services pursuant to N.C.G.S. §143-129.8. The proposals received shall remain confidential until the contract is awarded; therefore, there will not be a public bid opening. The contract shall be awarded to the proposer that submits the best overall proposal as determined by the County in its sole discretion. The County reserves the right to negotiate a contract with any proposer, to reject any and all proposals and to waive any formalities as may be permitted by law.

### **Important Dates:**

- RFP Issue Date: December 13, 2018
- Final Date for written questions: January 5th, 2019
- Deadline for submitting Proposals: January 17, 2019
- Anticipated Contract Award: February 25, 2019 (allowing for time for data conversion, transfer, testing and training of staff before full cutover to chosen system on July 1, 2019)

Proposals will be received until 5:00 p.m. EST, January 17, 2019. One original and two (2) copies should be delivered or mailed. The outside envelope or other covering will state the following: “Response to RFP for Environmental Health Permitting and Inspections Software Solution”. Proposals are to be mailed or delivered to:

Elaine Russell, MPH  
Health Director  
Transylvania Public Health  
106 East Morgan Street  
Brevard, NC 28712

Any questions concerning this Request for Proposals are to be submitted, in writing, to Elaine Russell or Dean Landreth at the above address or via email to [dean.landreth@transylvaniacounty.org](mailto:dean.landreth@transylvaniacounty.org). Any answers to said questions will be published on the County Webpage under, Request for Proposals and Bids: <https://www.transylvaniacounty.org/request-for-proposals-bids> with the corresponding questions within 24 hours. No one but Elaine Russell or Mr. Landreth is authorized to respond to questions on behalf of Transylvania County. The receipt of information regarding the RFP from anyone other than Ms. Russell or Mr. Landreth will automatically disqualify that party’s proposal.

### **General Information**

Transylvania County is located in Western North Carolina along Highway 64 near the Blue Ridge Parkway. The Proposer will be required to conduct work under this RFP in coordination with the Management Information System’s (IT) Office. The County expects and requires that all work conducted under this RFP be in accordance with accepted industry standards for Environmental Health Permitting and Inspections with compliance to all local, state and federal laws, and the specifications outlined in this document.

### **General Requirements**

Requirements of the RFP shall consist of the following components:

- On Site Sewage Disposal Systems
  - Conversion of Access database records to be fully usable in new system
  - Linking of Laser Fiche records to be fully usable in the new system
  - Permit application fields for new and repair systems of all kinds allowed by NC law
  - Links to parcel ID number
  - Links directly to permitted establishments where applicable
  - Links directly to complaints where applicable
  - Tracking of permit process status from customer initiation to final inspection
- On Site Water Supply
  - Conversion of Access database records to be fully usable in the new system
  - Linking of Laser Fiche records to be fully usable in the new system
  - Permit application fields for new and repair systems of all kinds allowed by NC law
  - Links to parcel ID number
  - Links directly to permitted establishments where applicable
  - Links directly to complaints where applicable
  - Tracking of permit process status from customer initiation to final inspection
- Complaints
  - Links to parcel ID number
  - Links directly to permitted establishments where applicable
  - Links directly to complaints where applicable
  - Tracking of complaint investigation status from customer initiation to final resolution
  - Public interface for inputting of customer complaint via the Web
- Establishments
  - Has required state forms under NC law for Food Service Establishments, Temporary Food Events, Lodging Establishments, Swimming Pools, Camps, Tattoo Parlors etc.
  - New system to have various sub categories for all the establishment types above
  - Permit printing allowed singly or in batch
  - Plan review modules for new establishments and those being remodeled
  - Links to parcel ID number
  - Inspection modules for all types of inspection from opening, routine, re-inspection, enforcement, complaint and outbreak investigation etc.
  - Ability to show inspection finding priorities
  - System to allow for different establishment risk categorization
  - System incorporates a field inspection component
  - Links directly to on site water and sewage disposal permits where applicable
  - Links directly to complaints where applicable
  - System allows public facing inspection findings display on TPH website
- Other programs
  - Vector control
  - Lead poisoning prevention
- Billing and Collections
  - System to record and process payments in real time
  - System has capability to allow payment through browsers, mobile devices etc.
  - System will synchronize with County Finance system
  - System allows payment through credit and debit cards as well as cash and checks
- Data Analytics
  - System has a data analytic function

- System allows an opt-out for analytics if used for national and regional databases not acceptable to TPH
- Data Storage
  - System has data stored in the Internet Cloud
  - System has data stored in real-time so that data is available at all times by TPH
- Back-up System
  - System has back-up of all data
  - Vendor has a disaster recovery process that allows rapid resumption of service
  - At termination of contract all data is transferable and usable by new chosen vendor
- IT Support
  - Vendor will offer 24/7/365 support from within the United States
  - Vendor will have rapid turn-around on requests for customer support
  - Updating mechanisms will have minimal disruption for the TPH customers
  - Data encryption will protect private medical information
  - Vendor will provide on-site migration support and initial intense support for TPH users after Go-live date
  - Vendor will allow for external customers to notify of problems on the public facing side of the system
- General
  - Linking to various kinds of data – Word, Excel, pdf, email, html, FAX, photos, plans, data recorders, etc.
  - Downloadable to various kinds of data types – Word, Excel, pdf, email, html FAX, etc.
  - Searchable by Parcel Identification Number (PIN), address, names, addresses, phone numbers etc.
  - GIS linked throughout system components for office AND field inspection modules
  - Canned and user-customizable reports along with state required report frameworks
  - Public interfaces for inputting data for permit applications, payments, and look up of appropriate levels of information

### **Revisions or Amendments to this Request for Proposals**

In the event it becomes necessary for the County to revise or amend any part of this RFP, the revision or amendment will be forwarded to all Proposers who requested a RFP via email and posted on the webpage. Revisions or amendments to this RFP shall become part of this RFP and shall be responded to in the same manner. After initial Proposer review of this RFP, Proposers are requested to immediately contact the County in the event any inconsistencies or ambiguities are found, clarification of specific sections are needed or if general questions arise. Significant questions and their answers, any inconsistencies found and/or clarifications to the RFP, will be shared with all Proposers by Ms. Russell or Mr. Landreth as previously described.

Submissions or related documents received after the time and date specified, whether delivered in person or mailed, will not be considered and will be returned unopened.

### **Guidelines**

The successful Proposer shall be required to provide adequate components as listed in the General requirements, to provide efficient access for all required users. The Proposer shall include all necessary accessories.

### **Term/Termination**

The County anticipates the making of a yearly written contract, after which time the contract may be extended for one-year periods. Transylvania County reserves the right to cancel the contract at any time with ninety (90) days written notice. Upon such termination for convenience, the Proposer shall be paid only those lease payments, fees and expenses incurred between notification of termination and the effective date of termination. Termination will be without cause, but with an opportunity for the two parties to work out a solution prior to termination. The parties may mutually agree in writing to an earlier termination. **Note: any proposal that requires the County to bear the cost of returning leased equipment upon termination of the contract will be rejected.**

### **Existing Data Conversion and Linkage**

Data held in Access file formats is to be converted for use and access in the Vendor's system. The Vendor must also allow for the linkage of existing Laser Fiche records into the chosen system.

### **Data Ownership**

Proposer's rights and obligation under the anticipated Agreement shall not be assigned without the written consent of the County, which shall not be unreasonably withheld. Data must be transferred back to TPH in usable format at end of contract agreement for ease of use by new vendor.

### **System Installation**

Deliveries, set ups, installations and user training are to be included in prices quoted herein. Any extraordinary or special wiring will be the responsibility of the County.

### **Training Requirements**

Training for key operators and other personnel will be provided upon successful conversion of the existing Access database and linkage to the Laser Fiche records. It is anticipated that there will be a transition time for testing of the system, data conversion and linkages. Training will be done on-site during the transitional period for administrative and supervisory staff, and for field based inspectors, and will also be done when the system moves past the "Go-Live" date. On-going training will be provided on an as needed basis throughout the life of the contract. Key users must be completely and thoroughly trained in their function.

### **Information that Must Be Included in Proposals**

#### **Service Requirements**

1. Does Purchase price include one year of support or is that billed separately?
2. Response Time – Four business hours or less expected
3. Installations and Upgrades – Technician must be readily available during all installations and upgrades
4. Procedures for Identifying and Replacing Faulty System Components

#### **Administrative Requirements**

1. Account Manager – The Proposer must provide one designated account manager dedicated exclusively to Transylvania County as a point of contact that will have full authority regarding the contract, equipment placement, and personnel who will be assigned to Transylvania County. The Account Manager should have a minimum of three (3) years' experience in the environmental health permitting and inspection modules in the chosen system
2. Billing – The Proposer shall provide centralized summary monthly billing containing the following:

- a. One (1) master invoice identifiable by one (1) invoice number for summary billing for the EH permitting and inspection system.
  - b. Individualized and details to master invoice to include:
    - i. License costs per user
    - ii. Transaction levels for permitted establishments
    - iii. Transaction levels for on-site water and sewage disposal programs
    - iv. Transaction levels for complaints
    - v. Transaction levels for GIS usage
    - vi. Transaction levels for all other uses such as vector control and lead programs
3. Quarterly Reports – The Proposer shall provide a quarterly report consisting of the following:
- a. Reports as required by State Program Agreement Addenda

### Proposal Requirements

1. Complete descriptive literature for each system component
2. List of companies or organizations in NC where similar programs are in place with the following information:
  - a. Customer name
  - b. Customer address
  - c. Customer contact person
  - d. Customer phone number
3. List of companies or organizations in other parts of United States where similar programs are in place with the following information:
  - a. Customer name
  - b. Customer address
  - c. Customer contact person
  - d. Customer phone number
4. Any other information that may improve the evaluation of the proposed solution to the requirements stated herein.

### Insurance

The successful Proposer shall purchase and maintain adequate insurance and include the types of coverage listed below. Failure to furnish and maintain such insurance shall constitute default and will be grounds for termination of the contract.

1. Workman's Compensation Insurance  
The successful Proposer shall maintain during the life of the contract all Workman's Compensation insurance as is or may be required by the laws of the State of North Carolina.
2. Public Liability Insurance  
The successful Proposer shall maintain during the life of the contract public liability insurance covering liability for bodily injury and property damage which may arise from operations, contractual obligations, products and completed operations, as well as operations performed by independent contractors.
3. Certificate of Insurance  
The successful Proposer shall furnish Transylvania County a certificate of insurance showing the required Workman's Compensation and Public Liability insurances are carried by the Proposer. The certificate of insurance must show that it is issued at the request of Transylvania County. The successful Proposer shall not change any required insurance during the life of the contract

unless notice of any such change is given in writing to the County at least fifteen (15) days prior to any such change.

### **Evaluation of Proposals**

There will be no public “bid opening”. Proposals will be opened, reviewed and evaluated by a team of county staff, to include Ms. Russell, other county management and the County Attorney. Pursuant to N.C.G.S. §143-129.8(d), proposals opened, reviewed and evaluated shall not be subject to public inspection until a contract is awarded.

Factors (not in order of importance) to be considered in the award of a contract under this RFP are:

1. Ability of proposed system components to meet the needs of TPH
2. Availability of service and supplies
3. General reputation of Proposer
4. Proposer’s ability to provide the required system requirements
5. Quality, value and completeness of the proposal
6. Total cost to the County over the term of the contract
7. Other factors demonstrating that the proposal is the “best value” for the County

### **Service level:**

Within four (4) business hour response time is expected. (Monday through Friday, from 8 a.m. to 5 p.m., excluding observed holidays).

### **Terms:**

Service required by this agreement will commence immediately upon termination of current existing vendor contracts (June 30, 2018). All billings will be monthly. This agreement is non-transferable.

### **ATTACHMENTS**

Transylvania Public Health – Environmental Health Forms for:

On-site Waste Water Permits

Well Permit

Well Water Testing Application