

REQUEST FOR PROPOSALS:

PERMIT, LICENSE, &
ASSET
MANAGEMENT

Issued: February 25, 2026
Proposals Due: April 10, 2026 at 5:00 p.m. CST



City of Bismarck
221 North 5th Street
P.O Box 5503
Bismarck, ND 58506

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Summary

Request for Proposals (RFP):

Permit, License & Asset Management

RFP Schedule:

Event/Process	Date(s)
RFP Issued	February 25th, 2026
Deadline for Questions	March 20th, 2026 at 5:00 p.m. CST
Date Questions will be answered through and addendum posted on the city website.	March 27th, 2026 at 5:00 p.m. CST
Proposal Deadline	April 10th, 2026 at 5:00 p.m. CST
Firm interviews and evaluation period. Interviews may be conducted in-person or remotely.	April 20th - April 25th, 2026
Selection of proposal by City Commission.	May 12th, 2026

Any interested individual or party may request to be on an email list to receive updates on the RFP process, including addenda to the RFP if any are issued. The City may alter this RFP at any time.

Submittal Instructions :

Proposals must be received by the City of Bismarck no later than 5:00 p.m. CST on April 10th, 2026. Proposals received after this deadline will not be accepted.

Send proposals and direct questions regarding the RFP to:

Rachele Hall
Senior Systems Analyst
P.O. Box 5503
221 N 5th, Bismarck ND 58501
rhall@bismarcknd.gov

Purpose for Request

The City of Bismarck is seeking proposals for a comprehensive, cloud-hosted software solution to support permitting, licensing, inspections, code enforcement, and related regulatory workflows across multiple City departments. In addition, the City is seeking solutions that can support enterprise Asset Management and Work Order Management, either as integrated components of the same platform or as a standalone system that interoperates with the permitting and licensing solution.

The purpose of this procurement is to replace fragmented legacy systems and manual processes with modern, integrated software solutions that improve regulatory compliance, operational efficiency, data integrity, and public access to City services. The selected solution(s) must support the full lifecycle of permits and licenses—from application and review through inspection, enforcement, renewal, and closeout—while also enabling the tracking and management of City assets, service requests, inspections, and reactive and preventive maintenance work orders.

This initiative aligns with the City’s strategic objectives for digital transformation, improved customer service, and data-driven decision-making. The proposed solution(s) must support complex, multi-departmental workflows, accommodate evolving regulatory requirements, and scale with the City’s anticipated growth, while allowing flexibility in system architecture to support either a unified platform or best-of-breed integrated solutions.

Key objectives of this procurement include:

- **Modernizing Regulatory Processes**
Provide a unified system for managing permits, licenses, inspections, and code enforcement activities, reducing reliance on paper-based and disconnected systems.
- **Improving Public Access and Transparency**
Deliver a secure, user-friendly online portal that allows residents, contractors, and businesses to apply for permits and licenses, track application status, schedule inspections, make payments, and access historical records with minimal barriers to entry.
- **Supporting Complex Departmental Workflows**
Accommodate multi-step, multi-department plan review processes; conditional approvals; inspection dependencies; and automated license renewal workflows aligned with City and State requirements.
- **Enabling Mobile and Field Operations**
Provide full-featured mobile access for field staff, including offline functionality, photo capture and annotation, GIS-based workflows, and real-time synchronization.
- **Ensuring Data Integrity, Security, and Compliance**
Support role-based security, audit trails, records retention requirements, and integration with existing City systems, including GIS and financial platforms.
- **Providing Long-Term Flexibility and Interoperability**

Support open standards, APIs, and integration capabilities to allow future system expansion, third-party integrations, and potential alignment with enterprise asset management or work order systems.

The City recognizes that enterprise Asset Management and Work Order Management functionality may be delivered through a standalone solution separate from the permitting and licensing platform. Proposers may include asset-related functionality as an integrated component or as a tightly integrated third-party solution; however, the primary focus of this RFP is regulatory and permitting operations. Vendors must clearly identify which components are native to their platform and which are provided through integrations.

This procurement represents a foundational step toward implementing a unified regulatory platform that supports the City of Bismarck's long-term vision for responsive governance, regulatory accountability, and enhanced service delivery to residents, businesses, and development partners.

Scope of Work

The City of Bismarck seeks a qualified candidate to implement, configure, and support a comprehensive, cloud-hosted Permit and Licensing system that supports operational, regulatory, and public-facing needs across multiple departments. Asset Management and Work Order Management functionality may be proposed as an optional, integrated solution and will be evaluated separately.

Platform requirements

1. The proposed solution shall be delivered as a secure, enterprise-grade, cloud-hosted Software-as-a-Service (SaaS) platform capable of supporting the City of Bismarck's permitting, licensing, inspections, code enforcement, and optional asset management functions across multiple departments.
2. The platform shall support Microsoft Entra ID Single Sign-On (SSO), role-based access controls, and comprehensive audit logging. Permissions shall be configurable by department, role, and function, with the ability to restrict access at the record and field level
3. The platform shall natively integrate with the City's ESRI GIS environment, including ArcGIS Online, and support GIS-based visualization, spatial querying, and association of records with parcels, addresses, and other spatial features. Spatial updates shall be reflected in near real time.
4. The platform shall provide open, well-documented APIs and support integration with existing and future City systems, including Financial ERP, utility billing, and third-party document management systems such as Real Vision Imaging, SharePoint Online, and Tyler Content Manager. The City shall retain full ownership of all system data, with the ability to export data in non-proprietary formats.

5. The platform shall support configurable, logic-based workflows, forms, fees, and business rules that can be administered by City staff without custom code or vendor intervention. Configuration changes shall not require system downtime.
6. The platform shall meet or exceed industry standards for security, availability, performance, scalability, and disaster recovery, with documented uptime commitments.
7. The solution shall support responsive web and mobile access, including offline field functionality with data synchronization upon reconnection.
8. The platform shall comply with applicable security, accessibility, and public records requirements, and support configurable retention, compliance tagging, and audit history for all records and documents.

Permit, licensing and land management Core Platform & Architecture

- All components shall comply with the platform requirements.
- Configure department-specific modules for land development, permitting, licensing, code enforcement, inspections.
- Migrate historical data from legacy systems, including attachments, metadata, and inspection records.
- Ability to integrate with 3rd party document management systems such as Real Vision Imaging, SharePoint Online, Tyler Content Manager.

1. Permitting, Licensing & Plan Review

- a. Track the full land development lifecycle from application through application, approval, construction, inspection, and closeout.
- b. Support management of both existing and newly created parcels, including parent/child parcel relationships.
- c. Enable multiple projects, permits, plans, and enforcement cases to be linked to a single and multiple parcels and retained historically.
- d. Provide GIS-based visualization of parcels, projects, and development activity.
- e. Support zoning, subdivision, planning, and redevelopment workflows with auditable histories.
- f. Develop logic-based workflows for permit and license applications, renewals, and approvals (e.g., liquor, food, contractor).
- g. Implement dynamic pricing, prorated durations, and renewal alignment with state deadlines (e.g., December 31 for liquor licenses).
- h. Integrate with state databases (e.g., NDSOS) for license validation and renewal status updates.
- i. Maintain full audit trails for all workflow actions and decisions.
- j. Support concurrent, multi-department, and external participants plan review with role-based access.
- k. Support industry-standard digital plan review tools with markup, commenting, and version control. Track resubmittals and maintain historical versions.
- l. Enable consolidated review comments and applicant responses through the customer portal.

2. Inspections & Code Enforcement

- a. Develop logic-based workflows for permit and license applications, renewals, and approvals (e.g., liquor, arborist, contractor).
 - b. Implement dynamic pricing, prorated durations, and renewal alignment with state deadlines (e.g., December 31 for liquor licenses).
 - c. Integrate with state databases (e.g., NDSOS) for license validation and renewal status updates.
 - d. Maintain full audit trails for all workflow actions and decisions.
 - e. Implement a public-facing portal for permit applications, payments, inspection requests, and review notifications.
 - f. Integrate GIS for spatial logging and visualization of code cases.
 - g. Enable mass communication tools for violation letters and digital alternatives to paper-based processes.
 - h. Deliver a mobile application with full parity to desktop capabilities, including offline functionality and data sync.
 - i. Enable field creation of permits, inspections, and work orders with support for image annotation, drawing markup, and mobile printing.
- 3. Public Portal, Payments & Communications**
- a. Support online payments, partial payments, refunds, and fee adjustments.
 - b. Integrate with Financial ERP for invoicing, receipting, and reconciliation.
 - c. Support permit, license, inspection, work order, and enforcement-related billing.
 - d. Provide audit trails for all financial transactions.
 - e. Set up a multi-channel notification system (email, SMS, in-app alerts, mail) with automated reminders and mail merge templates.
 - f. Enable logging of all notifications and task assignments.
 - g. Robust notification settings to adjust logic of when notifications are triggered.
- 4. Implementation, Training, Support & Security**
- a. Configure department-specific modules for land development, permitting, licensing, code enforcement, inspections, and asset management.
 - b. Migrate historical data from legacy systems, including attachments, metadata, and inspection records.
 - c. Ability to integrate with 3rd party document management systems such as Real Vision Imaging, SharePoint Online, Tyler Content Manager.
 - d. Require role-based training plans (administrators, supervisors, field staff, public users).
 - e. Require knowledge transfer and documentation.
 - f. Require defined stabilization and hyper care period.
 - g. Provide training sessions for city staff across departments to ensure effective system use including administration training onsite and virtually.
 - h. Ensure this training is priced into the RFP response.
 - i. Offer post-implementation support for a minimum of one year, including troubleshooting, updates, and workflow optimization.
 - j. This response should include a stabilization plan post-implementation.
 - k. Implement role-based access controls to restrict visibility and prevent data misuse.
 - l. Ensure tagging comments/documents for retention and compliance.

- m. Address known pain points such as slow load times, poor mobile reliability, and fragmented workflows.
- n. Meet or exceed industry standards for system availability, performance, and scalability.
- o. Provide documented uptime commitments and disaster recovery capabilities.
- p. Ensure mobile and web performance supports field operations without degradation.

Asset Management and Work Order Management System

Scope of Work (Optional / Integrated Solution)

Proposers may include an enterprise Asset Management and Work Order Management solution as either a native module or an integrated third-party system. Asset Management functionality is not required to be native to the permitting and licensing platform and may be evaluated independently by the City.

If proposed, the solution shall support the following scope elements.

1. System Architecture and Integration

- a. Clearly identify whether Asset Management and Work Order functionality is native or integrated.
- b. Support open standards and APIs to enable integration with existing and future City systems.
- c. Integrate with the City's ESRI GIS environment, including use of GIS layers for asset visualization and work order creation.
- d. Support real-time or near real-time data synchronization between GIS, asset records, and work orders.
- e. Integrate with the City's Financial ERP and utility billing systems for cost tracking, billing, and reporting.

2. Asset Management

- a. Provide enterprise asset lifecycle management for assets including, but not limited to:
 - i. Trees and forestry assets
 - ii. Streets, sidewalks, and right-of-way infrastructure
 - iii. Signs, signals, and street furniture
 - iv. Buildings, facilities, equipment, and fleet
- b. Support asset creation, classification, location tracking, condition assessments, maintenance history, and retirement.
- c. Enable association of assets with permits, inspections, enforcement cases, and work orders.
- d. Track long-term asset costs, repairs, and lifecycle history.

3. Work Order Management

- a. Support the creation of reactive and preventive maintenance work orders.

- b. Enable work orders to be generated manually, from inspections, from service requests, or from GIS events.
 - c. Support configurable workflows for work order assignment, approvals, scheduling, and completion.
 - d. Track labor, equipment, materials, and costs associated with work orders.
 - e. Provide mobile field functionality, including offline capability, photo capture, notes, and status updates.
- 4. Service Requests and Inspections**
- a. Provide a service request platform capable of capturing:
 - i. Internal City service requests
 - ii. External or citizen-reported concerns
 - b. Allow service requests to generate inspections and work orders.
 - c. Support inspection tracking and documentation associated with assets and work orders.
- 5. Inventory and Resource Management**
- a. Support inventory tracking for materials and supplies related to asset maintenance.
 - b. Associate inventory usage with specific work orders.
 - c. Provide inventory reporting and alerts for threshold levels.
- 6. Data Model, Configuration, and Administration**
- a. Provide a user-configurable and extensible data model that can be modified by City staff without vendor support.
 - b. Provide a non-proprietary data dictionary describing data fields, tables, relationships, and schema.
 - c. Support hierarchical organization of assets and data defined by the City.
 - d. Provide role-based security, audit logging, and administrative control by City staff.

Evaluation Notice

Asset Management and Work Order functionality may be evaluated separately from the core Permitting and Licensing system. The City reserves the right to select, phase, or defer Asset Management functionality independently.

Reporting and Analytics

The system should provide configurable dashboards and reporting tools that support ad hoc queries, scheduled report distribution, and export to common formats (e.g., Excel, PDF, CSV). Reports must support filtering by department, date range, permit/license type, parcel, status, and responsible staff, and must include audit and compliance reporting capabilities.

1. Configure advanced search and reporting tools for active license holders, projects and permits, fiscal tracking, and FEMA-compliant reporting.
2. Provide configurable dashboards and ad hoc reporting for assets, work orders, inspections, service requests, and costs.
3. Support metadata-based reporting, document versioning, and audit trails for all project-related activities.
4. Ability to perform advanced query searching for ad hoc reporting.

5. Ability to create custom reports and edit existing reports.
6. Enable user-defined dashboards and scheduled report distribution.
7. Support GIS-based reporting and spatial analysis.
8. Allow export of reports to common formats (e.g., Excel, CSV, PDF).

Project Budget

While there is no fixed budget, proposers should present a transparent and credible estimated total budget to enable informed comparison and budgeting by the City. Proposers may propose alternative pricing structures that deliver better value, provided they address all functional requirements and stated evaluation criteria.

The budget submission must include:

Estimated total budget : Provide a quantified budget range for the initial contract term, including all software licensure or subscription fees, implementation services, data migration, configuration, and any required integrations.

Optional extensions : Include cost estimates for contract extensions beyond the initial term, with clearly defined price escalation methodologies or renewal pricing.

Add on fees : Itemize anticipated add-ons such as training (on-site or remote), user enablement, ongoing support, maintenance, upgrades, and any mileage, travel, or professional services not included in standard packages.

Cost model : Specify licensing model (per asset, per user, per module, or tiered), hosting, anticipated maintenance windows, and any assumed usage patterns or growth.

Assumptions and exclusions : Document assumptions (e.g., number of concurrent users, data volumes, integration scope) and note any items not included in the proposed budget.

Payment strategy : If applicable, indicate preferred payment cadence (milestones, quarterly, annually) and any requirements for cost control or cap on price increases.

The City seeks comprehensive, value driven proposals that meet functional requirements, deliver measurable outcomes, and align with long-term asset management objectives. Proposals should provide a realistic total cost of ownership across the initial contract term plus potential extensions and add-on services.

Project Contract (if applicable)

Proposers must indicate their preferred contract type (e.g., fixed price, time and materials, subscription/license, or a hybrid arrangement) and the recommended contract term length for initial deployment and for renewal. Include a proposed term length for the initial agreement and for any renewal options, with rationale tied to implementation schedule, system stability, and total cost of ownership.

Key Contract Clauses and Requirements to be addressed in the proposal:

1. **Service Levels:** Define performance, availability (uptime), response times, problem resolution targets, and credit remedies for service interruptions.
2. **Data Ownership and Security :** State data ownership, data handling practices, confidentiality, privacy compliance (e.g., applicable laws), and data portability/export rights.
3. **Intellectual Property :** Clarify ownership of software customizations, configurations, and any generated assets; specify rights to future upgrades or derivative work.
4. **Implementation and Acceptance :** Outline project plan, milestones, deliverables, acceptance criteria, and criteria-based acceptance testing.
5. **Change Management :** Process for scope changes, including revised cost, schedule impacts, and governance.
6. **Support and Maintenance :** Detailed support tiers, helpdesk hours, escalation paths, maintenance windows, and included upgrade paths.
7. **Documentation :** Provision of end-user manuals, administrator guides, API/docs, and any developer portals; specify language, format, and update frequency.
8. **Data Migration and Integration :** Responsibilities for data mapping, cleansing, migration, and integration with existing systems; specify data formats and security requirements.
9. **Termination and Exit :** Terms for termination for cause and convenience, decommissioning assistance, data return/destruction, and transition assistance.
10. **Open Standards and Interoperability :** Preference for APIs, open standards, and non-proprietary data formats to facilitate future integrations.
11. **Records Management and Compliance :** Alignment with city records management policies, retention schedules, and e-discovery considerations.

Community Profile

The City of Bismarck is the capital of North Dakota, located on the banks of the Missouri River and serves as a regional center for government, commerce, and community services. The City provides a wide range of public services through multiple departments that interact daily with residents, businesses, contractors, and visitors. The city has grown at an average rate of 1.2% per year since 1980, and this rate is expected to continue to approach a 100,000 population by 2045. The City of Bismarck shares a metropolitan statistical area with the cities of Mandan, Lincoln, and counties of Burleigh, Morton, and Oliver.

The software solution procured through this RFP will be used by numerous City departments and will directly impact how the community applies for permits and licenses, tracks compliance, manages City assets, and accesses public services. As such, the selected solution must be intuitive, reliable, scalable, and accessible to a diverse user base, including City staff and members of the public.

Resources

The following resources should be reviewed prior to submittal of a proposal:

- An outline of topics to be addressed in the Land Development Code is included on [page 71 of the Comprehensive Plan](#).
- Two independent diagnostic evaluations of Bismarck’s zoning code were completed in 2022 during the Together 2045 Comprehensive Plan process:
- [Recommendations from Blue Zones for Bismarck](#)
- [Enabling Better Places - A Coding Reform Roadmap for Bismarck](#)
- A series of reports and studies conducted in 2021 and 2022 preparation for the Comprehensive Plan, including the following:
 - [Land Use and Development Capacity](#)
 - [Rural Development Timing](#)
 - [Household Survey Report](#)
 - [A Century of Planning in Bismarck](#)
 - [Overview of Public Outreach Activities](#)
 - [Land Development Process](#)
 - [Site Plan application process](#)
 - [Administration department permits & licensing](#)
 - [Community Development eTRAKiT application submittal](#)

Proposal Request and Selection Process

Schedule of Process

The schedule of the RFP issuance and evaluation process is intended to occur as follows. This schedule may be revised by the IT Director to accommodate unforeseen circumstances or contract negotiations.

Detailed RFP Schedule

Event/Process	Date(s)
RFP Issued	February 25th, 2026
Deadline for Questions	March 20th, 2026 at 5:00 p.m. CST
Date Questions will be answered through and addendum posted on the city website.	March 27th, 2026 at 5:00 p.m. CST
Proposal Deadline	April 10th, 2026 at 5:00 p.m. CST
Firm interviews and evaluation period. Interviews may be conducted in-person or remotely.	April 20th - April 25th, 2026
Selection of proposal by City Commission.	May 12th, 2026

Submittal Instructions

Instructions : State how and where to submit the proposal, including number of physical and digital copies, file formats, contact details, and mailing/delivery instructions.

Style: Clear bullet points or paragraph form. Specify naming conventions for digital files and who to contact for confirmation.

All proposals should be submitted as computer files in pdf format, as well as 1 physical copy. Digital files may be transferred via email, and physical copies may be sent by mail or delivered in-person to:

Rachele Hall
Senior Systems Analyst
P.O. Box 5503
221 N 5th, Bismarck ND 58501
rhall@bismarcknd.gov

Large files should be uploaded with a link to download files provided via email. The City is not responsible for communication errors. Firms are advised to call the IT Department at 701-355-1638 to confirm that a submittal has been received.

Required Proposal Contents

Proposals should include sufficient information about the firm's qualifications and intended approach to allow the selection committee to effectively evaluate the proposal. Proposals must be complete, clear, and organized in the order outlined below. Failure to provide the required information may result in the proposal being deemed non-responsive.

At a minimum, the proposals should include:

- 1. Firm Capacity** : Identify the size, history, and subject-matter expertise of the firm, as it relates to the purpose of this request. If any portion of the project would be subcontracted to additional firms, provide information about each subcontractor's qualifications.
- 2. Geographic Accessibility** : Describe the accessibility of the firm, and/or any proposed subcontractors, to the Bismarck geographic region. Describe travel, if necessary, which will be the responsibility of the selected firm.
- 3. Timeline**. Propose a timeline for completion of each item in the project scope.
- 4. Conflict of Interest Statement** : Describe any relationships involving the City of Bismarck and its employees with a statement explaining why the relationship does not constitute a conflict of interest relative to rendering services as requested.
- 5. Executive Summary** : A concise overview of the proposer's solution, key benefits, and understanding of the City's objectives.
- 6. Company Profile and Qualifications** : Company history, relevant experience with municipal clients, and examples of comparable implementations.

7. **Proposed Solution** : A detailed description of the proposed cloud-hosted software solution, including permitting, licensing, code enforcement, and asset management functionality, and how the solution supports use across multiple City departments.
8. **Departmental Functionality and Requirements** : A clear explanation of how the proposed solution meets the unique operational needs of each department identified in this RFP. Responses should reference specific features, workflows, and configurations.
9. **Implementation and Project Management Plan** : Proposed approach, timeline, milestones, City and vendor responsibilities, data migration, testing, and go-live support.
10. **Training and Ongoing Support** : Description of end-user training, administrator training, documentation, customer support, and service levels.
11. **Demonstrations** : Proposers must be prepared to deliver demonstrations as part of their proposals. The demonstrations must include all elements specified in the Demonstrations section of this RFP.
12. **Pricing and Cost Proposal including an Itemized Budget** : A detailed itemized budget that includes all elements specified in the Project Budget section of this RFP.

Demonstrations

Proposers must be available to provide the following demonstrations as part of the evaluation process. Both general and department specific presentations will be required. These demonstrations will be recorded and reviewed by the evaluation committee.

1. A 60-minute general system demonstration providing an overview of the platform, core capabilities, and overall user experience.
2. A 30-60 -minute department focused demonstration addressing all departments outlined in this RFP and specifically showing how the proposed solution meets each department's unique functional requirements outlined below.

General Demonstration Topics

- GIS integration
- Permitting and licensing workflows
- Payments and financial integration
- Reporting and analytics
- Advanced search and querying
- Cross departmental functionality
- Online customer portal

Engineering / Land Development

- Right of way, excavation permits
- Sidewalk violations and maintenance
- Contractor license and insurance management

Building Inspections

- Commercial, residential, and trade permits with online applications
- In field mobile inspections
- Code enforcement procedures

Planning

- Land development review process

Administration

- Liquor licensing with multi-department reviews
- Yearly renewal process and online payments

Environmental Health

- Commercial restaurant licensing
- Yearly renewal process and online payments
- In field mobile inspections with robust reporting and scheduling

Fire Department

- Sprinkler and Hood suppression permitting
- In field mobile inspections with permit maintenance

Public Works (Streets, Forestry, Storm Water, Industrial Pretreatment)

- Forestry tall grass/tall weed complaints
- Storm water permitting and integration with inspection program
- Industrial pretreatment commercial business inspection tracking with government regulation compliance
- Streets Asset Management and Work Orders

Mobile Application

- GIS map enabled inspection process with live and offline availability
- Able to update main record and all information
- Access to attachments
- In case email notifications

Customer Portal

- Easy to navigate and self-explainable presence to sign up and log in
- Access to communications with city staff and as a consulting reviewer
- Schedule online inspections.

Asset Management and Work Order Management (if proposed)

Evaluation Criteria

Proposals will be evaluated by a selection committee consisting of City officials and staff representing multiple departments. The evaluation process is intended to ensure a fair, objective, and comprehensive assessment of each proposal based on the City's operational, technical, and strategic requirements. A recommendation will be presented to the Board of City Commissioners.

Because participating departments have differing operational responsibilities, **not all evaluation criteria or functional areas will apply equally to every department.**

Department representatives will evaluate and score only those functional areas relevant to their operations. Scores will be aggregated to produce an overall evaluation result. Not all proposers will be asked to present. Selected proposers will be notified and shall follow the outline schedule of process for demonstration requests.

1. Vendor Qualifications and Experience

Weight: 10 %

The proposer's demonstrated experience delivering permitting, licensing, inspections, code enforcement, and—if proposed—asset and work order management solutions for municipalities or public-sector organizations of similar size and complexity.

Evaluation will consider:

- Experience with cloud-hosted, enterprise municipal systems
- Successful implementations involving multi-department workflows
- Experience in integrating with GIS (ESRI), financial ERP, and document management systems
- Qualifications and roles of any subcontractor or implementation partners

2. Understanding of City Needs and Project Objectives

Weight: 10 %

The degree to which the proposal demonstrates a clear understanding of the City's regulatory environment, operational challenges, departmental needs, and strategic objectives as described in this RFP.

Evaluation will consider:

- Alignment with the City's goals for modernization, efficiency, and public service
- Awareness of cross-departmental dependencies and workflow complexity
- Responsiveness to known pain points identified in the Scope of Work

3. Technical Solution and Functional Capabilities

Weight: 10 %

The extent to which the proposed solution meets or exceeds the functional and technical requirements defined in the Scope of Work.

Evaluation will consider:

- Permitting, licensing, inspections, code enforcement, and land management functionality
- GIS integration and spatially enabled workflows
- Public portal, payments, notifications, and reporting capabilities
- Mobile functionality, including offline field operations
- Optional or integrated Asset Management and Work Order Management functionality (if proposed)
- Departments will score only those functional areas applicable to their operations. Asset Management and Work Order Management will be evaluated independently if proposed.

4. Implementation Approach and Project Methodology

Weight: 10 %

The quality, feasibility, and completeness of the proposer's implementation approach.

Evaluation will consider:

- Project methodology, timeline, and milestones
- Data migration strategy and validation approach
- Configuration, testing, and deployment plan
- Risk identification and mitigation strategies
- Ability to support both remote and on-site activities

5. Usability, Performance, and System Design

Weight: 10 %

The usability and overall quality of the proposed system from both staff and public perspectives.

Evaluation will consider:

- Ease of use for internal staff and external users
- Consistency between desktop and mobile experiences
- System performance, load times, and reliability
- Ability to streamline workflows and reduce manual effort

6. Security, Compliance, and Data Management

Weight: 10 %

The system's ability to meet the City's security, compliance, and data governance requirements.

Evaluation will consider:

- Role-based access controls and audit logging
- Compliance with public records retention and regulatory requirements
- Data ownership, exportability, and non-proprietary formats
- Disaster recovery, uptime commitments, and business continuity

7. Training, Support, and Long-Term Viability

Weight: 10 %

The proposer's ability to support City staff before, during, and after implementation.

Evaluation will consider:

- Quality and role-based nature of training plans
- Knowledge transfer and documentation
- Post-implementation stabilization and support
- Ongoing support model and responsiveness

8. Demonstrations

Weight: 10 %

Shortlisted proposers may be invited to a City organized meeting to provide system demonstrations. Demonstrations will be evaluated by department representatives based on predefined scenarios relevant to their operations. Departments will score only the scenarios applicable to them.

9. Cost Proposal

Weight: 10 %

Total cost of ownership, including licensing, implementation, training, support, and any optional modules or services. Cost will be evaluated independently from technical scoring to ensure the City selects the best overall value.

The City of Bismarck reserves the right to select the proposal that best meets the needs of the City and the community, and that represents the best overall value.

Other Information

Modifications to the Request

The City of Bismarck reserves the right to reject any or all proposals, make counter proposals and/or engage in negotiations with any or all firms or individuals, waive any requirements or otherwise amend this RFP, or cancel the RFP in order to achieve the City's goals and objectives. Any changes in the status of the RFP will be brought to the attention of all parties that provide contact information for updates. The information contained in this RFP represents the City's best information at the time of the release of the RFP and the City reserves the right to modify any term or condition contained herein.

If no agreement is reached during contract negotiations in a reasonable timeframe, the City of Bismarck reserves the right to cancel the RFP or select the next most-qualified firm, according to the same procedures.

Multiple Award Reservation

The City reserves the right, in its sole discretion and in the best interests of the City, to award one or more contracts as a result of this Request for Proposals. If the City determines that no single proposer can meet all required specifications, scope elements, or performance criteria, the City may select multiple proposers to collectively fulfill the requirements of this RFP. Such awards may be made for separate components, phases, services, or functional areas as identified by the City, and the City may negotiate the scope, pricing, and terms of each award accordingly. The City's decision to make multiple awards shall not obligate the City to award all components of the work, nor shall it limit the City's right to reject any or all proposals.

Communications

The City prohibits communications initiated by a proposer to the City Official or employee evaluating or considering the proposals prior to the time an award decision has been made. Any communication between proposer and the City will be initiated by the appropriate City Official or employee in order to obtain information or clarification needed to develop a proper, accurate evaluation of the proposal. Such communications initiated by a proposer may be grounds for disqualifying the offending proposer from consideration for award of the proposal and/or any future proposal.

Responsibility for Proposal Preparation

Except as otherwise specifically agreed to in writing by the City, all firms submitting proposals shall provide and pay for all materials, labor, transportation, charges, levies, taxes, fees or expenses incurred, including all costs to prepare a response to this RFP, travel and presentation costs, and all other services and facilities of every nature whatsoever necessary for the preparation of the RFP.

It is neither the City's responsibility nor practice to acknowledge receipt of any proposals as a result of the RFP process. It is the proposer's responsibility to ensure that a proposal is delivered and received in a timely manner.

Civil Rights

Title VI assures that no person or group of persons may, on the grounds of race, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs or activities administered by the City of Bismarck.

The City of Bismarck will consider every request for reasonable accommodation to provide:

- An accessible meeting facility or other accommodation for people with disabilities,
- Language interpretation for people with limited English proficiency (LEP), and
- Translations of written material necessary to access City of Bismarck programs and information.

Appropriate provisions will be considered when the City of Bismarck is notified at least 10 days prior to the meeting date or the date the written material translation is needed.

To request accommodations, contact the City of Bismarck Title VI and ADA Coordinator, at 701-355-1336. TTY users may use Relay North Dakota at 711 or 1-800-366-6888.

No Conflict of Interest

No member of the Board of City Commissioners, City of Bismarck IT Governance Committee, Bismarck Planning and Zoning Commission, member of the selection committee for this RFP, and any other officer, employee or agent of the City of Bismarck who exercises any functions or responsibilities in the selection of a proposal, shall have any personal interest, direct or indirect, in the project, unless said conflict is disclosed prior to any discussion and the member is recused from participation in selection of a firm.

Open Records/Proprietary Information

The City of Bismarck recognizes that in responding to this RFP, the proposer may desire to provide proprietary information in order to clarify and enhance their response. To the extent permitted by law, the City of Bismarck will keep confidential such information provided that:

1. The information submitted is arguably proprietary, and
2. The proprietary information is submitted in a separate file or section that is clearly identified as containing proprietary information

Only information that is credibly proprietary may be included in the sealed portions of the submittal. Inclusion of non-proprietary significant information in the sealed portions may render a submittal ineligible.

Responders should note that the City of Bismarck is a municipality, and as such its files are available for public review pursuant to the North Dakota Constitution Article XI, Section 6 and NDCC Chapter 44-04-18.

Ownership of Project Materials

Any and all deliverables including recorded demonstrations or presentations, meeting notes, data, illustrations, and other materials created as sales presentations or final work products through an awarded or evaluated project will be the sole property of the City of Bismarck as a public record.

END OF RFP