

Town of Hayden
Request For Proposal
Full-Service Building Department Services
Proposal Deadline – May 23, 2018 4pm MST

I. PURPOSE

The Town of Hayden (Town) is soliciting proposals from qualified professional firms/entities to provide the full-service municipal building department for the Town. The goal of Town is to have a building department that provides professional, timely, and responsive services to the Hayden community while maintaining very high quality building standards and construction.

II. PROPOSAL REQUIREMENTS

- A. Proposals shall be submitted in writing and email (FAX proposals will be accepted) with two (2) printed originals and one email copy; contact information is below. Proposals must contain a cover sheet, project approach, cost proposal and other detailed information, brochures, testimonials, and required information as illustrated below. The following paragraphs briefly outline what is desired in each of the categories listed above.
- B. The cover sheet shall list the name of the firm/entity with names, phone numbers and emails of person/s who may be contacted to answer questions. Also, the cover sheet shall state the primary principle/contact of the firm/entity that has signature authority for the proposal.
- C. References from other customers who have/are receiving similar services. Please include name, business or agency affiliation, email, and phone number. Please provide any information that firm/entity feels appropriate to substantiate qualifications, track record, and commitment to providing the service. Please submit references from at least 3 Colorado entities where you currently provide building department services.
- D. The firm/entity must have capacity to provide the services being requested. Examples are appropriate certified and trained plan check and review personnel, inspectors, support staff, technical capacity (i.e. technology) and experience and support for the services. This list is not inclusive of all services that may be needed.
- E. Please provide a background history of the firm/entity either by brochure or written statement.

III. SERVICE APPROACH

The respondent should, at a minimum, but is not limited to, include the following information regarding their approach to providing the requested services.

- 1. Proposed range of services to be provided and any additional options that may be cost effective or that have been successfully implemented in other comparable communities.
- 2. Detailed information on the plan review process, inspection process, reporting process, communications, service benefits, public education, etc.
- 3. Provide suggested options/alternatives (if applicable) that may better meet the goals of the Town.

4. Provide examples from experience on how to improve quality of design submittals and how to increase contractor compliance with construction practices and processes.
5. Provide pricing options, phased approaches or other alternatives or options to provide services that will meet the goals of the Town. Currently the Town has a revenue sharing agreement in place (on building permit fees) with its existing building department firm and expectations are that a similar revenue sharing agreement would be put in place.

IV. GENERAL

The Town has contracted for Building Department Services for many years and Town Council at the recommendation of Town staff has determined that it is in the best interests of the Town and its community to advertise and seek Request for Proposals (RFP) to continue providing building department services. The Town intends to enter into a new contract to provide, at a minimum, an increase in level of services provided to the Town/building community. The Town's goal is for the Town's building department services to be streamlined, responsive to the community, while serving the building industry in a professional manner as well as establishing a good working relationship with all our customers. It is the expectation of the Town to provide an exception level of service to the Hayden community. The Town Council has made it a priority to have the absolute highest quality of construction and development.

Any contract firm/entity hired by the Town must understand, interact, and communicate well with all local departments and agencies involved in the development and construction process. Almost all of these agencies are hired consultants or outside agencies so the selected firm/entity will need to be adept at coordinating with remote people.

The selected firm/entity will work under the direction of the Town Manager but will be held to a department level supervisor standard and be expected to manage all building permit activities and process typically involved in the building permit process as well as all communications to building permit applicants/customers. Structure and use of Town employees is encouraged where process improvement can be achieved.

Current development and building activity in the Town is in a growth trend given the housing and affordability issues throughout the Yampa Valley. Data is showing that Hayden is being seen as an affordable area that is only 25 miles from a world class ski resort and 16 miles away from Craig which offers amenities such as Walmart and chain stores. The Town seeks a Building Department firm/entity that can address our building inspection needs, manage all communications with all agencies involved with building permit processes, the construction industry and general public. The 2017/current 2018 building reports are available upon request.

The respondent must be able to communicate effectively, both verbally and in writing, and possess highly developed interpersonal skills. All representatives of the Building Department must be able to deal tactfully and effectively with Town employees, the construction industry, other agencies, utilities, developers, property owners and the general public. Your firm/entity will be our first point of contact for building services.

The Town seeks a contract service provider that will function as the agent and arm of the Town and provide building plan review, inspections, enforce the appropriate building codes (currently the Town is under the 2009 International Building Code), Community Development Codes (where

applicable), respond to citizen complaints, enforcement of building code violations and communicate effectively to ensure minimal impacts to the public, neighborhoods, etc from building activities in Hayden.

A primary goal is to create a cooperative work environment with the review team and contractors to increase compliance, improve the quality of design submittals, and reduce the number of reviews.

V. SCOPE OF SERVICES

The goal of Town is to have a professional building department providing streamlined and timely services to the community of Hayden. At a minimum, please address the following components with the above stated goal in mind:

1. Administrative services

- a. Please provide details about the primary team that will be serving the Town including resumes.
- b. List of services provided to the applicant.
- c. Detail of service approach that will interface with other applicable agencies both internal and external.
- d. List of technological resources available to Town staff to help support building department operations. *Currently building plans and permits are submitted/received at Hayden Town Hall and there is a strong desire to keep that benefit for the building community.
- e. List of other resources available to provide excellent service to the Hayden community.
- f. Demonstrated ability to work under the direction of Town (specifically the Town Manager).
- g. Building code compliance process.
- h. Approach to dispute resolution and alternative solutions.
- i. Building code adoption process (possible transition from 2009 building code to 2015 building code in the future).

2. Plan Review services

- a. Turnaround times for permit reviews.
- b. Format example – please include a copy of both a commercial and a residential plan review.
- c. Details of plan review process including time lines, submittal processes, tracking and anything else that may be important to note as part of the firm/entity process.
- d. Details on resources/tools available to plan review staff (including consultants) to help ensure that time frames and quality metrics are being met.
- e. List other services available to Hayden community.

3. Inspection services

- a. Time frame for inspections (both commercial and residential).
- b. Types of inspections (typical) to be performed (both residential and commercial).
- c. Details on inspection request process.
- d. Applicant notification process both during permit review and construction.
- e. Tracking and reporting details.
- f. Details on resources/tools available to inspection staff to help ensure that time frame and quality metrics are being met.
- g. List of other inspection services available to Hayden community.

VI. EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of a contract awarded by the Town pursuant to this advertised "Request for Proposal", the firm/entity agrees as follows:

- A. The firm/entity is an "**equal opportunity employer**". The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex/sexual orientation.
- B. Notices, advertisements and solicitations placed in accordance with federal, state, or local law, rule or regulation shall be deemed sufficient for the purposes of meeting the requirements of this section.
- C. Contractor shall be in compliance with the applicable provisions of the Americans with Disabilities Act of 1990 as enacted and from time to time amended and any other applicable federal, state, or local laws and regulations.

VII. AWARD OF CONTRACT

- A. After receipt of proposals, the Town will use the following factors (but are not limited to these factors) in selecting a firm/entity:
 - Substantiated representations regarding the firm's/entities capabilities (financial and technical) and professional competence in providing the services required and experience in providing such service to other comparable agencies and businesses. References are an important factor and will be checked.
 - Clearly demonstrated understanding of the proposed project and completeness and reasonableness of plan to provide the services. Content and completeness of submitted proposal.
 - Cost of the services.
 - Project approach, innovative methods of service delivery, communications, etc.
 - Other alternatives/options recommended by the respondent/consultant that will add value or meet additional goals or objectives outlined in this proposal or from other experience.
- B. The Town will evaluate responsive proposals and may select two firms/entities who we believe to be fully qualified and best suited among those submitting proposals, on the basis of the factors listed above for in-person interviews. Further information, negotiations, and requests for "Best and Final Offer" may be requested from the selected firms/entities selected for the final interview process. Costs and compensation will generally be considered, but is not the sole determining factor. In many cases, other factors, including but not limited to experience, financial and professional capacity, references, service, warranties, proposed approach, life cycle costs, etc. are more important than the initial cost.

After the evaluation, information gathering, and further negotiation is completed, the Town may select the firm/entity who, in its opinion, best meets the needs of the Town, and award the contract to that firm/entity. Should the Town determine, in its sole discretion, that only one vendor is fully qualified, or is clearly more qualified than the others under consideration, a contract may be negotiated and awarded to that firm/entity without doing the in-person interviews.

C. The Town reserves the right to reject any or all proposals, to waive informalities or irregularities, in the proposals received, and to reject non-conforming, non-responsive, conditional or qualified proposals, and to accept the proposals which, in the Town's judgment, best serves the interest of the Town and its citizens.

VII. RFP Timelines and Deadlines

- A. Proposals must be received at the Town Offices **by 4:00 pm, May 23, 2018 and emailed to Mathew.mendisco@haydencolorado.org per the standards in section II, item a.; late proposals will not be accepted.** It is the responsibility of the firm/entity to ensure that their proposals arrive prior to the time and date indicated above. Mailed proposals should be sent to PO Box 190, Hayden, Colorado 81639, FAX to (970) 276-3644, or deliver to the Town Offices at 178 West Jefferson, Hayden, Colorado; Attention: Mathew Mendisco.
- B. Proposals shall be placed in a separate envelope **clearly marked "Request for Proposals – Town of Hayden Building Department Services - 2018"**. Please provide two (2) hard copies of your proposal and one emailed copy to mathew.mendisco@haydencolorado.org.
- C. Proposals shall be firm for a period of 60 days commencing **May 23, 2018**.
- D. The firm/entity awarded this contract shall be required to comply with all Local, State and Federal laws and requirements related to the contract.
- E. Proposals shall be considered public information per the Colorado Open Records Act (CORA). Proposals shall be kept confidential until discussed at a public meeting.
- F. The Town has a standard consulting agreement which will be used unless entity is a governmental entity in which case an Intergovernmental Agreement (IGA) will be used. The submitted proposal will become a part of any contract or IGA issued for this service as the scope of services to be provided.

All questions regarding the RFP should be directed to Mathew Mendisco, Town Manager, at the Town of Hayden at 970-276-3741 or Mathew.mendisco@haydencolorado.org.