

REQUEST FOR INFORMATION

Unified Property Information & Permitting Solution

1. DESCRIPTION

1.1. The Borough of West Chester is seeking information on how any interested and qualified software vendors could provide a property information and permitting system to support code enforcement and zoning, parking permitting, stream protection fees and MS4, wastewater fees and capacity planning, and public works permitting. The system would ideally integrate with the Borough's current and planned financial, geospatial, asset management, ticketing, point of sale, and business intelligence systems.

Additional desired capabilities include:

- Contact information collection and management
- Property records and document submissions automatically indexed to the property
- Automated notifications to internal and external users/stakeholders related to due dates, status changes, etc.
- Customizable forms, letter templates, etc. to be automatically indexed to properties as they are generated
- Customizable, automated rule enforcement with optional manual overrides
- A public facing portal to facilitate self-service requests, applications, payments, and status checks
- Guided workflows for customers
- Ability to backfill with information from current systems
- Programmatic access to the underlying data
- Single Sign On (SSO) integration capability

1.2. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Borough to contract for any supply or service whatsoever. Further, the Borough is not at this time seeking proposals and will not accept unsolicited proposals. Respondee are advised that the Borough of West Chester will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the [Borough website](#). It is the responsibility of the potential offerors to monitor this site for additional information.

2. BACKGROUND

West Chester Borough is a municipality of 18,600 people covering 1.8 square miles incorporated in 1799, and serves as the county seat of Chester County, PA. The Borough provides services to neighboring East Bradford Township (police and wastewater treatment) and collaborates with surrounding municipalities via the West Chester Area Council of Governments. West Chester

serves as a regional hub for dining and retail, and hosts the main campus of West Chester University, the largest university in the Pennsylvania State System of Higher Education.

The Borough currently lacks unified systems architecture, processes, and data to support document management, information sharing, and service delivery related to properties within its jurisdiction. This has led to departmental silos and process inefficiencies, necessitating manual procedures to verify and share known information about a property. For example, one department may need to access another's billing system to verify contact information for a property. This also leads to the duplication of efforts in some processes, such as rental agreements may need to be submitted to the Borough multiple times by multiple parties, rather than staff referencing a system that indexes a single authoritative copy to the property's address. Some of these solutions lack programmatic access to facilitate data exchange with other systems or extract data to a central data warehouse for reporting and analysis.

The work of document generation and storage related to property records is equally disjointed. Current examples include autogenerated letter templates that are not customizable, which requires manual work by a vendor to make changes as needed, or systems with no option to generate form letters at all. Documents such as land development plans, paid fee certificates, etc. must be manually indexed for all workflows at present, with every department using a different indexing process. All current solutions lack automation and customizable data and document retention policies.

There is currently no unified point of entry or notification system for customer interactions with Borough processes. Depending on the department and process, a user may need to do any of the following to submit a request or application:

- Fill out a form via pen and paper and submit it in person
- Fill out a form in a document editor and submit it via email
- Fill out and submit a form hosted by the Borough's website provider
- Fill out and submit a form hosted on a third-party SaaS platform

Following a review process by a Borough department, a customer may be notified via email, phone, or mail. There is currently no automated notification process in place for either customers or borough staff to be notified of upcoming deadlines, such as rental renewals, document submission deadlines, etc. Additionally, inter and intradepartmental notifications are currently a manual process.

Integration with the Borough's finance system is currently minimal for the existing processes. The current finance system is outdated by several versions. Departmental accounts must be manually reconciled on a schedule, with some systems generating automated reports, while others do not.

From an information systems administration and engineering standpoint, the current situation is challenging as no centralized user management solution is currently possible due to the diversity of solutions in use. Additionally, the information technology department is challenged to help triage issues and implement proper system administration with the disparate processes and systems.

2.1. Planned Production: December 2023

2.2. Delivery Period: Software to be procured by January 2023, and fully implemented in production by December 2023

2.3. Limitations: Not specified at this time.

2.4. Security Requirements: Security Requirements: Not specified at this time.

3. REQUESTED INFORMATION

The requested information is to procure a cost estimate, service implementation timeline, and available service providers.

4. RESPONSES

Interested parties are requested to respond to this RFI with a white paper.

4.1. White papers in portable document format (PDF) are **due no later than 8:00AM EDT on August 1, 2022**. Responses shall be submitted via e-mail only to rfi@west-chester.com. Proprietary information, if any, should be minimized and MUST BE CLEARLY MARKED. To aid the Borough, please segregate proprietary information. The RFI whitepaper should address the following service offerings:

1. Company overview
2. Company experience
3. Service features
4. Pricing structure
5. Licensing model
6. Service implementation and schedule

Please be advised that all submissions become Borough property and will not be returned.

4.2. Section 1 of the white paper shall provide administrative information, and shall include the following as a minimum:

- 4.2.1. Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.
- 4.2.2. Recommended contracting strategy.

5. INDUSTRY DISCUSSIONS

Borough representatives may or may not choose to meet with potential offerors. Such discussions would only be intended to get further clarification of potential capability to meet the requirements, especially any development or implementation risks.

6. QUESTIONS

Questions regarding this announcement shall be submitted in writing by e-mail to rfi@westchester.com. Verbal questions will NOT be accepted.

7. SUMMARY

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide a unified property information and permitting system. The information provided in the RFI is subject to change and is not binding. The Borough has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Borough property and will not be returned.