

**County of El Dorado  
Chief Administrative Office  
Procurement and Contracts Division**  
on behalf of the

**Environmental Management Department  
and the  
Air Quality Management District**



**Request for Proposals (RFP)  
#24-0033**

for

**Environmental Health/Air Quality Permit and Data Management  
System Software Solution**

**Submittal Deadline:**

**April 12, 2024, not later than 3:00:00 PM (Pacific)**

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Attachment A - Sample Agreement for Services\*

Attachment B – Response Information and Certification Form

Attachment C – Security, Technical, and Functional Assessment

Attachment D – Response Document – Staff Qualifications

Attachment E – Response Document – Firm Experience

Attachment F - Response Document – Project Management and Approach

Attachment G - Response Document – References

\*The attached Sample Agreement for Services is for reference only. Other terms and conditions may apply based on the types of services and funding involved.

## 1.0 INTRODUCTION

The County of El Dorado (hereinafter referred to as County) is located in Northern California and is bordered by Sacramento, Placer, Amador and Alpine counties in California, and Douglas County, Nevada. The two (2) incorporated cities in the County are Placerville and South Lake Tahoe. The United States (US) Census estimates that, as of 2020, the population of the County is 194,940. The largest city in the County is South Lake Tahoe, a resort city located in the Sierra Nevada Mountains, with a reported US Census 2020 population of 22,487.

The County is soliciting sealed proposals from highly qualified and experienced firms (hereinafter referred to as “Proposer”) to provide a licensed software solution for an environmental health permit and data management system as required for the Environmental Management Department and the Air Quality Management District (hereinafter referred to as “EMD”). The County is seeking a licensed software solution that shall allow the EMD to automate and manage its business processes (permits and licenses) end to end. The successful Proposer shall also be required to provide configuration, installation, data migration, integration, testing and training services, and ongoing hosting services, including at a minimum, a secure location and all necessary infrastructure to support hosting the EMD. This solution should be able to integrate with the County’s existing business and financial systems. The anticipated implementation date for the solution is November 1, 2024.

Firms must have, and demonstrate, their experience in providing a scalable, enterprise, cloud-hosted software solution as well as professional services for project management, system configuration, data migration, implementation, report creation, training, system maintenance, and technical support. The system described herein must be able to meet or exceed the desired services as identified within this RFP or as otherwise related to environmental health permitting and data management as may be determined necessary by the County (experience with California local governments is desirable). The County anticipates awarding one (1) agreement to the top-ranked Proposer resulting from this competitive process to develop and deploy an environmental health/air quality permit and data management system. This Request for Proposal (RFP) includes a description of the evaluation and selection process, scope of work, proposal requirements, and insurance requirements.

The County of El Dorado is an equal opportunity employer (EOE). All individuals are encouraged to participate. The County will not discriminate against any individual because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, or sexual orientation.

The following schedule for this RFP process is listed below for reference purposes and is subject to change:

RFP Issuance	March 13, 2024
Deadline for Final Questions	March 29, 2024
Answers Posted on or About	April 5, 2024
Due Date for Submissions	April 12, 2024
Dates Reserved for Demonstrations/Interviews (if deemed necessary by County)	May 8, 2024

In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued and posted at:

<https://pbsystem.planetbids.com/portal/48157/portal-home> (“PlanetBids”).

Any amendment to this RFP is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFP are invalid.

All interpretations or corrections, as well as any additional RFP provisions that the County may decide to include, will be made only as an official addendum that will be posted to PlanetBids and it shall be the Proposer’s responsibility to ensure they have received all addendums before submitting their proposal. Any addendum issued by the County shall become part of the RFP and shall be incorporated into the proposal.

County will not be bound by oral responses or inquires or written responses other than written addenda.

## **2.0 SCOPE OF WORK**

The successful Proposer will be required to enter a three (3) year agreement for services with the County substantially similar in form to that attached here as Attachment A - Sample Agreement for Services. Any reference in this RFP to specific terms of the agreement are for illustrative purposes only and shall not limit the scope of the obligations to be assumed by the successful Proposer under the agreement. In the event of any conflict between a provision of this RFP and the provisions of the agreement attached as Attachment A, the terms of the agreement shall govern.

### **2.1 Overview**

EMD seeks a partner to provide a software solution that meets its business needs and scales to meet long-term needs. This includes handling internal business workflows, reports and analytics, information security, customer

portal functions, full integration with CERS, time tracking, and other requirements described herein. The County estimates approximately thirty-five (35) internal County users to access the system, which is a mix of field inspectors, supervisors, administration, and fiscal staff. The selected solution needs to replace the current data management system, Accela Envision Connect, with a cloud-hosted solution. EMD has identified the following key components that should be included in a proposed solution:

- A robust public facing portal to be able to publish inspection results and provide the ability for customers to complete business activities online. such as paying invoices, providing test results, and viewing inspection results.
- Necessary tools for EMD to maintain compliance with local, state, and federal requirements, and integrate with the California Environmental Reporting System (CERS).
- Availability on mobile and desktop devices.

Please note: Any software that may need to be installed on County workstations must be fully functional as a restricted user.

## **2.2 Functional Capabilities**

The selected solution should contain the following capabilities, at a minimum:

- Program Management
- Facilities Tracking
- Permitting
- Inspections
- Complaint Reports
- Billing
- Public Records Access
- CERS (California Environmental Reporting System) Two-Way Integration
- Document Storage & Management
- Daily Activity and Time Tracking
- Service Requests

- Inventory Tracking
- Certification Tracking
- Plan Checks
- Robust Reporting Tools
- Remote (online) Payment Tools
- Offline Field Inspection Module

## **2.3 Services**

In addition to the proposed solution, EMD seeks professional services for:

### **2.3.1 Project Implementation**

The successful Proposer must provide all infrastructure, software, programming, documentation, materials, products, tools, transportation, training materials, personnel, technical knowledge, and project management skills necessary to implement an Environmental Health/Air Quality Permit and Data Management System Software solution as outlined in this RFP. The proposed solution must operate in an environment meeting the County's technical, security and functional requirements for approximately thirty-five (35) users, with a subscription use license.

### **2.3.2 Data Migration**

The successful Proposer will ensure seamless data exchange and integration between the proposed solution and Accela Envision Connect, including the conversion and migration of EMD's historical data into the proposed solution for reporting.

### **2.3.3 Training**

End user training should cover day-to-day use of system. System administration training should include support for ongoing maintenance, software upgrades, new reports/views, interfaces updates, and common issues. Training should include provision of 'in person' training, job aids, user manuals, or any other training activities and materials to sufficiently prepare EMD staff with the necessary knowledge to operate the proposed solution.

### **2.3.4 Ongoing Support**

Provide ongoing support post-production for a period of six (6) months for maintenance, configuration adjustments, and administrator training.

### 3.0 PROPOSAL FORMAT REQUIREMENTS

Each response to this RFP shall include the information described in this section. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably. The response documents shall be 8-1/2 inches by 11 inches in size or shall be folded to that size. Unnecessarily elaborate responses, enclosures, and specialized binding are not desired, and may be construed as an indication of Proposer's lack of cost consciousness.

All proposals shall contain the following elements, and in the order given:

- 3.1 **Response Information and Certification Form:** Complete and sign Attachment B – Response Information and Certification Form.
- 3.2 **Security, Technical, and Functional Assessment:** Detailed specifications are included in Attachment C – Security, Technical, and Functional Assessment. Proposers are required to document how their solution addresses all the specifications listed in Attachment C (functional, data conversion/interface, security, and technical). Proposers must submit a completed Attachment C – Security, Technical, and Functional Assessment.
- 3.3 **Staff Qualifications:** Complete Response Document – Staff Qualifications (included with this RFP as Attachment D).
- 3.4 **Firm Experience:** Complete Response Document – Firm Experience (included with this RFP as Attachment E).
- 3.5 **Project Management and Approach:** Complete Response Document – Project Management and Approach (included with this RFP as Attachment F).
- 3.6 **References:** Complete Response Document – References (included with this RFP as Attachment G).
- 3.7 **Cost Proposal:** Proposers shall provide a total cost proposal for all services to be delivered with a breakdown of costs delineated by tasks as described in Section 2 of this RFP. Proposed fees should include information on the hourly billing rates of each staff member who may provide consulting services under the resulting Agreement as well as charges for expenses, if any, such as travel, research, copies, and faxes. Other costs listed in the Proposer's Cost Proposal must be fully burdened and inclusive of all costs, benefits, expenses, and overhead, for the services referenced in this RFP.

IMPORTANT: Firms submitting electronic proposals to the PlanetBids website must not include their Cost Proposal submittal in their main proposal. PlanetBids will allow Proposers to submit their Cost Proposal information as separate response attachments (one electronic file per response attachment). Firms that submit hard-copy responses shall follow the instructions in Section 5.2 below.

- 3.8 Exceptions:** List all exceptions to this RFP and related attachments, if applicable.

#### **4.0 PROPOSER QUESTIONS**

- 4.1** Questions regarding this RFP must be submitted in writing by email or U.S. mail to the Procurement and Contracts Office, or using the PlanetBids website, and must be received no later than 5:00:00 p.m. (Pacific) on **March 29, 2024**.
- 4.2** All emails must have “**RFP #24-0033 – QUESTION**” as their subject, and all envelopes or containers must be clearly marked “**RFP #24-0033 – QUESTION**” for convenience purposes. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.
- 4.3** Questions will **not** be accepted by telephone, facsimile (fax), or orally.
- 4.4** The County reserves the right to decline a response to any question if, in County’s assessment, the information cannot be obtained and shared with all potential organizations in a timely manner.
- 4.5** A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the PlanetBids website on or about **April 5, 2024**. Any addenda to this RFP is valid only if in writing and issued by the County Procurement and Contracts Division.
- 4.6** All inquiries shall be submitted by email to: [matthew.potter@edcgov.us](mailto:matthew.potter@edcgov.us)  
or by U.S. Mail to:

County of El Dorado  
Procurement and Contracts  
330 Fair Lane  
Placerville, California 95667  
RFP #24-0033 – Question

- 4.7** Proposers are cautioned that they are not to rely upon any oral statements that they may have obtained. Proposers shall direct all inquiries to the contact above and shall not contact the requesting department directly regarding any matter related to this RFP. Information provided by persons other than Procurement and Contracts staff may be invalid and responses



which are submitted in accordance with such information may be declared non-responsive.

## 5.0 PROPOSAL SUBMITTAL INSTRUCTIONS

- 5.1** Proposers are strongly encouraged to submit their responses online to assure a complete and timely response. To respond online firms must register with the County's online bidding system, PlanetBids, at <https://pbsystem.planetbids.com/portal/48157/portal-home>. Proposers are cautioned that the timing of their online submission is based on when the submittal is RECEIVED by PlanetBids, not when a submittal is initiated by a Proposer. Online submittal transmissions can be delayed in an "Internet Traffic Jam" due to file transfer size, transmission speed, etc. For these reasons, the County recommends that Proposers allow sufficient time to upload their response and attachment(s) (if applicable) and to resolve any issues that may arise. The closing date and time shall be governed by the PlanetBids' web clock, which does not allow submittals after the closing date and time. PlanetBids will send a confirmation email to the Proposer advising that their online submission (eBid) was submitted. If you do not receive a confirmation email you are advised to contact the PlanetBids Support team by phone (818-992-1771 Monday through Friday between 7 a.m. and 5 p.m. Pacific, excluding statutory U.S. holidays) or by submitting a Support Ticket (visit: <https://home.planetbids.com/support> to complete and submit the ticket form).
- 5.2** Proposers that decide to submit a hard-copy response do so at their own risk. All hard-copy proposals must include all of the same information required for online proposals. Incomplete proposals will be rejected as non-responsive. Proposers shall submit one (1) original copy and one (1) electronic copy of your proposal in PDF format on a flash/USB drive. IMPORTANT: Proposers who submit hard-copy responses must submit their Cost Proposals (refer to Section 3.7 above) in a separate, sealed envelope clearly marked "**RFP 24-0033 – Cost Proposal**" on the outside of the envelope. All hard-copy proposals shall be submitted in a sealed envelope or container and clearly marked with the RFP number, title, and closing date and time noted on the outside of the parcel.
- 5.3** It is the sole responsibility of the Proposer to ensure that the proposal is received in the Procurement & Contracts Division prior to the RFP submittal deadline. All responses must be submitted not later than the date and time posted on PlanetBids. Hard-copy responses shall be submitted ONLY to:

County of El Dorado  
Procurement and Contracts Division  
330 Fair Lane  
Placerville, CA 95667

- 5.4** The County shall not be responsible for proposals delivered to a person or location other than specified herein. Proposals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting proposals delivered to a person or location other than that specified above.
- 5.5** Faxed or emailed proposals will not be accepted.
- 5.6** Late proposals will not be accepted or considered.
- 5.7** All proposals, whether selected or rejected, shall become the property of the County and shall not be returned.
- 5.8** The County reserves the right to waive minor defects and/or irregularities in proposals, and shall be the sole judge of the materiality of any such defect or irregularity.
- 5.9** All costs associated with proposal preparation and submission, including any interviews conducted at the sole discretion of the County, shall be borne by the Proposer.
- 5.10** County staff will open proposals following the submittal deadline. The only information that will be made available to the public after the submittal deadline has passed will be the names of the Proposers that submitted proposals. The contents of all proposals, or any other medium which discloses any aspect of the proposal, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.
- 5.11** Any hard-copy proposal received prior to the date and time specified for receipt of proposals may be withdrawn or modified by written request of the Proposer. Requests for modification must be received in writing, and in the same number of copies as the original proposal, prior to the date and time specified above for receipt of proposals.

## **6.0 EVALUATION PROCESS**

All proposals will be evaluated initially to determine if they are responsive to the requirements of this RFP. An evaluation panel, consisting of County staff and members selected by County staff, will review and evaluate all responsive proposals received by the submittal date as set forth in this RFP, or as amended by addenda, and the proposals will be evaluated based on the thoroughness, clarity, and quality of the material presented. The County reserves the right to request additional information and clarification of any information submitted and to allow corrections of errors or omissions.

Proposers who have the qualifications (expertise and skills) and experience (documented, successful, and relevant) necessary to meet the requirements of this RFP will be scored and ranked using the criteria and point assignments listed below. Proposers submitting the most highly ranked proposals may be invited for interviews.

	<b>Evaluation Criteria – Written Submittals</b>	<b>Maximum Possible Points</b>
A.	Security, Technical, and Functional Assessment (Section 3.2)	30
B.	Staff Qualifications (Section 3.3)	15
C.	Firm Experience (Section 3.4)	15
D.	Project Management and Approach (Section 3.5)	15
E.	References (Section 3.6)	5
F.	Cost Proposal (Section 3.7)	20
	<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>

**Evaluation Criteria – Interviews (if held)**

If the County elects to hold interviews, the following evaluation criteria and rating points will be used to evaluate the Proposers who are invited to interview.

	<b>Evaluation Criteria – Interviews</b>	<b>Maximum Possible Points</b>
A.	Firm Experience	35
B.	Staff Qualifications	35
C.	Response to Interview Questions	10
D.	Workload Capacity and Understanding of the Scope of Work	20
	<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>

**7.0 SELECTION PROCEDURE**

**7.1** Proposals will be reviewed for responsiveness. A selection committee will then evaluate responsive proposals in accordance with the criteria specified in Section 6.0 above. The firm(s) submitting the highest ranked proposals

may be invited for an interview. Interviews will be conducted solely at the County's option. The County reserves the right to select the most qualified firm solely on the content of the proposal. If the County chooses to conduct interviews, the Proposer's Primary Contact identified in the Proposer's Cover Letter shall represent the Proposer at the interview at a minimum. After evaluation of the interviews, the Committee will recommend the firm(s) with the highest overall value, based on evaluation ranking, for approval by the County Purchasing Agent or Board of Supervisors.

- 7.2** The County reserves the right to make an award without further discussion of the proposal with the Proposer. Therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 7.3** The County reserves the right to award one or more contracts to the firms or individuals who, in the sole judgment of the County, present the most favorable response to this RFP pursuant to the evaluation criteria indicated above.
- 7.4** In the case of differences between written words and figures in a proposal, the amount stated in written words shall govern. In the case of a difference in unit price versus the extended figure, the unit price shall govern.
- 7.5** The County reserves the right to reject any and all proposals, or to waive minor irregularities in said proposals, or to negotiate minor deviations with the successful firm. The County shall be the sole judge of the materiality of any such defect or irregularity.
- 7.6** The Procurement and Contracts Division does not mail out hard copy letters advising participating Proposers of RFP results. For RFP results, please visit the PlanetBids website at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

RFP results are also available at:

<https://www.edcgov.us/Government/Contracts/Pages/Bid-Results.aspx>

- 7.7** The results of this RFP will be posted on the PlanetBids and County websites listed in Section 7.6 above at the earliest possible opportunity in accordance with County policy. The timeline for posting RFP results may vary depending on the nature and complexity of the RFP.
- 7.8** Response and selection of a proposal will not necessarily result in the award of a contract with the County. The act of opening a submittal and selecting a Proposer does not constitute awarding of a contract. Contract award is

by action of the Purchasing Agent or Board of Supervisors and is not in force until fully executed.

- 7.9** Once contract negotiations are initiated, the County reserves the right to select the next ranked Proposer if for any reason a contract cannot be negotiated with the selected Proposer.

## **8.0 EL DORADO COUNTY WEBSITE REQUIREMENTS**

It is the Proposer's responsibility to monitor the PlanetBids website for possible addenda to this RFP to inform him/herself of the most current specifications, terms, and conditions, and to submit his/her proposal in accordance with original RFP requirements and all required addenda. All available RFPs and related addenda can be found at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

Failure of Proposer to obtain this information shall not relieve him/her of the requirements contained therein. Those Proposers not acknowledging and returning Addenda as required will not be considered and will be rejected as "non-responsive."

## **9.0 REJECTION OF PROPOSALS**

Proposers interested in being considered must submit a proposal in compliance with this RFP. Failure to meet the minimum requirements of the RFP shall be cause for rejection of the proposal. The County reserves the right to reject any or all proposals.

The County may reject a proposal if it is conditional, incomplete, contains irregularities, or reflects inordinately high cost rates.

## **10.0 VALID OFFER**

Proposals shall remain valid for one hundred twenty (120) days from the due date. The County reserves the right to negotiate with the successful Proposer any additional terms or conditions not contained in their proposal which are in the best interest of the County or to otherwise revise the scope of this RFP. This RFP does not constitute a contract or an offer of employment.

## **11.0 COUNTY'S RIGHTS**

The County reserves the right to:

1. Request clarification of any submitted information.
2. Waive any irregularity or immaterial deviation in any proposal.
3. Not enter into any agreement.

4. Not select any Proposer.
5. Cancel this process at any time.
6. Amend this process at any time.
7. To award more than one (1) contract if it is in the best interest of the County.
8. Interview Proposers prior to award.
9. To request additional information during an interview.

Waiver of an immaterial deviation shall in no way modify the RFP documents or excuse the Proposer from full compliance with the contract requirements if the Proposer is awarded the contract.

## **12.0 CONFLICT OF INTEREST**

Proposers warrant and covenant that no official or employee of the County, or any business entity in which an official of the County has an interest, has been employed or retained to solicit or aid in the procuring of the resulting agreement, nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Proposals shall contain a statement to the effect that the Proposer is not currently committed to another project that would constitute a conflicting interest with the project defined in this RFP.

## **13.0 PUBLIC RECORDS ACT**

Pursuant to the California Public Records Act ("CPRA"), the County may be required to produce records of this transaction, upon third party request, subject to various statutory exemptions. Please indicate what exemptions may apply to the information you submit (such as a 'proprietary information' exemption – refer to Section 3 for submittal instructions). Please note that designating information as "proprietary" does not guarantee non-disclosure.

In the event of a request for such information, the County will make best efforts to provide notice to Proposer prior to such disclosure. If Proposer contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief or other appropriate remedy from a court of law in El Dorado County before the County's deadline for responding to the CPRA request. If Proposer fails to obtain such remedy within County's deadline for responding to the CPRA request, County may disclose the requested information. The County shall not in any way be liable or responsible for the disclosure of any such records.

Proposer further agrees that it shall defend, indemnify and hold County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial by

County of a CPRA request for information arising from any representation, or any action (or inaction), by the Proposer.

#### **14.0 BUSINESS LICENSE REQUIREMENT**

It is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Code Section 5.08.070. Contact the Tax Collector's Office at 360 Fair Lane, Placerville, CA 95667, or phone (530) 621-5800, for further information.

It is not a requirement to possess a County business license at the time of proposal submittal. Selected Proposers may be required to possess a County business license to award contract.

#### **15.0 PUBLIC AGENCY**

It is intended that other public agencies (i.e., city, special district, public authority, public agency, and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified therein, including pricing. The County shall incur no financial responsibility in connection with any agreement from another public agency. The public agency shall accept sole responsibility for contracting for services and making payment to the vendor.