

**CITY OF MORGAN HILL, CA
REQUEST FOR PROPOSAL (RFP)**



**DEVELOPMENT SERVICES
REVIEW**

RFP SUBMITTAL DEADLINE: JULY 31, 2015, at 5:00 PM

MAIL OR HAND DELIVER TO:

**City of Morgan Hill
City Manager Department
17575 Peak Avenue
Morgan Hill, CA 95037**

PROPOSAL CONTACT: Hilary Holeman, Phone: 408-310-4656

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REQUEST FOR PROPOSAL

DEVELOPMENT SERVICES REVIEW

INTRODUCTION

The City of Morgan Hill is seeking a qualified consultant to conduct an evaluation of the City's Development Services (planning, building, and engineering) processes and service delivery methods.

BACKGROUND

The City of Morgan Hill is general law city with a council-manager form of government, located in southern Santa Clara Valley, approximately 12 miles south of San Jose, 10 miles north of Gilroy, and 15 miles inland from the Pacific Coast. The Valley is approximately 4 miles wide and is surrounded by the Santa Cruz mountain range to the west, and the Diablo mountain range to the east. Many local residents commute northerly to the Silicon Valley, but the community also houses a significant amount of commercial and industrial activity. The community expects the City delivery of municipal services to be both sophisticated and hands-on, reflective of Morgan Hill's small town character and location within the Silicon Valley.

The City of Morgan Hill provides development services from the Community Development and Public Works Departments.

- **Community Development** includes Planning and Building divisions. The Planning Division conducts current and long range planning services, including conduct of the City's annual Residential Development Control System (RDSC) competition for the award of residential building permit allotments, and the review and issuance of land use permits (e.g., planned development zonings, site and architectural review, subdivisions, development agreements, etc.). The Building Division reviews and issues building permits, including compliance with the Fire Code. The department is also responsible for Fire Prevention, Code Enforcement, and Housing Services.
- **Public Works**, Land Development Engineering Division is responsible for Final Map and Subdivision Improvement Agreement processing, development review, including checking and approving all improvement plans, reviewing all private land development activities for conformance with City standards and inspection services. The Land Development Engineering team is responsible for ensuring that development activity follows proper traffic engineering practices and meets regulatory flood plain management requirements. The department is also responsible for the Capital Improvement Program and Water and Wastewater Enterprises.

The City is currently conducting a General Plan Update, Morgan Hill 2035 to help guide development, land use, growth, and conservation in the city over the next 20 years. This initiative also includes updating and incorporating the Residential Development Control System (RDCS), a voter approved growth management ordinance.

The Community Development Department is currently conducting a periodic review and evaluation of all fees associated with development services. The fee study is evaluating direct and indirect costs to review and process applications and approvals associated with new construction, rehabilitation and tenant improvements.

Additionally, the City is in the beginning stages of implementing a fully automated, "TRAKiT" system which will provide a comprehensive system to process and make publicly available Planning, Public Works, and Building permits. The TRAKiT system is also being designed to include Business Licenses and Annual Fire Department inspections. The TRAKiT system will enable electronic plan submittal as well as web-based community access and provide enhanced coordination with the City's GIS data system, linking all entitlement, permit and license activity to a specific parcel. The City has never fully implemented an electronic permit tracking system in the past and currently relies upon an eclectic mix of older generation software systems and paper tracking systems for each of these functions. The implementation of TRAKiT will streamline processes internally and externally and also provide an opportunity to optimize the City's development services customer interface through this review process.

SCOPE OF WORK

The consultant work will include a review of current conditions, an evaluation of future service demands, and an analysis of opportunities for process improvements that can further enhance customer satisfaction and achieve efficiencies.

The initial scope of work will include the following tasks:

1. Conduct interviews with the City's Development Processing Team.
2. Review and analyze the City's existing policies, procedures, strategies, and performance data.
3. Review workflow and workload data to identify redundancies, process flow bottlenecks, inefficiencies in communication and the use of other resources.
4. Conduct interviews with up to 16 external customers to understand how frequent users of the development process understand the service and their experience and expectations.
5. Evaluate staffing levels and the use of contract staff augmentation for effectiveness at meeting development community needs.
6. Conduct benchmarking and best practices research from 6 peer agencies to identify potential areas of improvement.
7. Develop key findings and recommendations for next steps.
8. City will consider additional recommendations from proposers which further develop the scope of this project.

SUBMISSION REQUIREMENTS

Provide five (5) sets of hard copy proposals and one digital version on CD in Word/Excel format. All proposals shall include the following information, organized as separate sections of the proposal. The proposal should be concise and to the point.

1. Consultant Identification:

Provide the name of the firm, the firm's principal place of business, the name and telephone number of the contact person and company tax identification number.

2. Client References:

Provide a minimum of five (5) client references of similar reviews. References should be California cities (preferable in Bay Area) or other large public sector entities. Provide the designated person's name, title, organization, address, telephone number, and the project(s) that were completed under that client's direction.

3. Experience:

Provide history and description of experience and expertise with similar projects as outlined in the Scope of Work.

4. Project understanding and Approach:

Briefly state the proposed approaches and methodologies to meet the City's stated objectives. This section must provide detailed descriptions that respond to addressing each specific work element described in the Scope of Services.

5. Project Team:

Provide a listing of the project manager and key staff members who will be assigned to the project, and a brief description of their abilities, qualifications, professional registrations and licenses, and experience. Describe their roles in the project and what part they play in each task.

6. Subcontractors:

List anticipated subcontractors and their qualifications as well as a description of the role they will perform and percentage of the contract work they will receive.

7. Responsibilities of City:

This section should describe the type of information or data the contractor expects the City to provide in order to complete this study. This section should also indicate any tasks or assignments City staff may be expected to perform.

8. Timeframe:

This section should provide a preliminary project schedule and timeframe required to complete the study.

9. Price Proposal:

The proposal shall include the price for completing the study and **shall itemize all**

services and price by tasks, including hourly rates for all professional, technical and support personnel, and other charges related to completion of the work.

10. Contract Terminations:

If your organization has had a contract terminated in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the vendor, or (b) litigated and such litigation determined that the vendor was in default. Submit full details of the terms for default including the other party's name, address, and phone number. Present the vendor's position on the matter. The City will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience.

Attached to this Request for Proposal is a copy of the City's Consultant Agreement which will need to be executed by both parties prior start of work. **Consultant is required to review the Agreement and inform the City of any exceptions the consultant may take with the language in the Agreement. The City will consider this information during the evaluation process.**

EVALUATION / SELECTION CRITERIA

The following criteria will be considered and weighted as described, although not exclusively, in determining which firm is hired:

1. Qualifications, background, technical skills, and experience of the firm and key personnel necessary to accomplish the objectives and scope of services. (40%)
2. Overall project design and methodology that meet the City's needs and completeness of proposal. (30%)
3. Recent experience with California municipalities, project understanding/approach, and experience with similar projects. (20%)
4. Cost of proposal. (10%)

A selection panel consisting of members of the City Team will evaluate proposals that meet the outlined requirements. Each proposal will be evaluated for completeness, experience and qualifications, project understanding and approach, and references. In addition to the proposal evaluation, there may be an interview of only those organizations achieving a satisfactory evaluation on their proposal.

PAYMENT

Invoices: Invoices must be fully itemized, and provide sufficient information for approving payment and audit. Invoices must be accompanied by receipt for services in order for payment to be processed.

Mail invoices to the Project Manager and reference the project.

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The City will make payment to the vendor within 30 days of receipt of a correct and complete invoice.