



OPERATION AND MANAGEMENT OF THE BUILDING DEPARTMENT

REQUEST FOR PROPOSAL # AD-26-01

Issuance of Solicitation: Tuesday, September 8, 2026

Questions Due Date: Tuesday, October 13, 2026

Bid Submission Deadline: Tuesday, November 3, 2026

THE CITY OF PEMBROKE PINES
PROCUREMENT DEPARTMENT
8300 SOUTH PALM DRIVE
PEMBROKE PINES, FLORIDA 33025
(954) 518-9020

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A - List of Permit Types by Category (Minor, Median, & Major)

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C - Sample Insurance Certificate



SECTION 1 - NOTICE

Notice is hereby given that the City Commission of the City of Pembroke Pines is seeking sealed proposals for:

RFP # AD-26-01

Operation and Management of the Building Department

Solicitations may be found on the City of Pembroke Pines website under the Procurement Department at <http://www.ppines.com/index.aspx?NID=667>, and may be downloaded directly from the OpenGov platform at <https://procurement.opengov.com/portal/pembrokepines>.

For Technical Support, proposers can reach the OpenGov Service Desk between 7:00 am to 10:00 pm from Monday through Friday via the following methods:

- Chat (preferred method): Click the button in the lower right-hand corner of the portal.
- E-mail: procurement-support@opengov.com
- Phone: 1 (650) 336-7167

If additional help is needed with downloading the solicitation package please contact the Procurement Department at (954) 518-9020 or by email at purchasing@ppines.com. The Procurement Department hours are between 7:00 am to 6:00 pm on Monday through Thursday and is located at 8300 S Palm Drive, Pembroke Pines, FL 33025.

Bidders shall submit all questions regarding this bid via the City's e-Procurement Portal, located at <https://procurement.opengov.com/portal/pembrokepines>. Please note the deadline for submitting questions. All answers will be posted on the City's e-Procurement Portal. Bidders may also click "Follow" on this bid to receive an email notification when answers are posted. It is the bidder's responsibility to check the portal for updates. Only written responses issued through the OpenGov platform will be considered official for interpretations or clarifications.

Proposals will be accepted until 2:00 pm on Tuesday, November 3, 2026, electronically at <https://procurement.opengov.com/portal/pembrokepines/projects/232247>.

Bid Opening: The sealed electronic proposals will be publicly opened at 2:30 pm, on the bid due date, by the City Clerk's Office, in the **City Clerk's Office Conference Room located on the 4th Floor in the Charles F. Dodge City Center**/City Hall Administration Building, located at 601 City Center Way, Pembroke Pines, Florida, 33025.

Virtual Bid Opening: In light of public health concerns and to ensure accessibility for all, the City encourages interested parties and the public to participate virtually via live streaming instead of attending the meeting in person. As a result, meetings may be a combination of in-person and virtual, all as provided by law. To virtually attend the bid opening, please use the Cisco Webex Meetings platform.

Virtual Meeting Details:



- WebEx Meeting Link: <https://ppines.webex.com/meet/purchasing>
- Cisco Webex Meeting Number: 717 019 586
- Join by Phone Number: +1-408-418-9388

The public may download the **Cisco Webex Meetings app** from <https://www.webex.com/downloads.html/>.

To ensure an efficient meeting process, participants are requested to mute their audio and camera during the meeting. While the public is welcome to attend the virtual bid opening, **please note that active participation and commenting will not be allowed during the proceedings.**

For further information about the bid opening or assistance in accessing the virtual meeting, please contact:

Ivan Ospinal or other Procurement Staff in the Procurement Department
City of Pembroke Pines
8300 South Palm Drive,
Pembroke Pines, FL 33025
954-743-1434 or 954-518-9020
purchasing@ppines.com



SECTION 2 - GENERAL PROJECT INFORMATION & TIMELINE

2.1 Project Timeline

This contract shall be for an initial **5-year** period with **one (1) additional 5-year** renewal terms.

2.2 Tentative Schedule of Events

Issuance of Solicitation (Posting Date):	September 8, 2026
Pre-Bid Meeting (Non-Mandatory):	September 29, 2026, 10:00am Public Services Large Conference Room located at 8300 S. Palm Drive, Pembroke Pines, FL 33025
Question Due Date:	October 13, 2026, 6:00pm
Issuance of Final Answers to Questions:	October 19, 2026
Bid Submission Deadline:	November 3, 2026, 2:00pm
Bid Opening:	Will be held at 2:30 pm on the day of bid submissions are due.

2.3 Non-Mandatory Pre-Bid Meeting/Site Visit

There will be a non-mandatory scheduled pre-bid meeting on **Tuesday, September 29, 2026 at 10:00 am**. Meeting location will be at the **Public Services Large Conference Room located at 8300 S. Palm Drive, Pembroke Pines, FL 33025**

- A. **Proof of Attendance:** Contractors may be required to sign in at any of the meetings to show proof of attendance. It is the **Contractor's** responsibility to make sure that they sign in at the meeting.

2.4 Grant/Federal Funding

Not applicable for this project.

2.5 Proposal Security/Bid Bond

A Proposal Security shall not be required for this project.

2.6 Payment and Performance Bonds

Payment and Performance Bonds shall not be required for this project.



SECTION 3 - PURPOSE AND BACKGROUND

3.1 Purpose

The City of Pembroke Pines is seeking bids from qualified firms, hereinafter referred to as the Contractor, to provide the operation and management of the City's Building Department including Plan Review and Inspection Services in accordance with Chapter 468, Part XII of the Florida Statutes and, in accordance with the terms, conditions, and specifications contained in this solicitation.

3.2 Background

Pembroke Pines, Florida, ranked as the eleventh largest city among the state's four hundred plus municipalities and the second largest in Broward County, maintains a welcoming small-town ambiance that resonates with its residents. Located conveniently in southwest Broward County, the city provides seamless access to major highways, employment centers, entertainment venues, parks, golf courses, and a diverse array of dining and shopping options.

With a population of approximately 170,000 residents spread across 32.68 square miles, Pembroke Pines is renowned as one of the best cities to live in America. The city boasts 28 superior parks, lush landscaping, and a distinctive South Florida charm that contributes to its natural beauty. Notably recognized as 2024's Best Place to Raise a Family in Florida, and 2024's Best City of Hispanic Entrepreneurs by WalletHub, Pembroke Pines also earned a place as the on Money Magazine's esteemed Best Places to Live list in 2014, as the sole Florida representative, ranking in at #32 in the nation.

Incorporated in 1960, Pembroke Pines is celebrated as a safe and desirable community, having received accolades such as the All-America City designation. The city's commitment to arts and culture, exceptional schools, diverse population, numerous parks, and forward-thinking approach in an ever-evolving world make it a standout destination.

Pembroke Pines is also the home to the largest municipal-run charter school system in the nation, serving over 6,000 students across five separate campuses. The City's award-winning charter school system is located in the Broward County School District, which is the sixth largest school district in the nation.



SECTION 4 - SCOPE OF WORK

4.1 General

It is the City's intent and the purpose of these specifications to secure a qualified firm to provide turnkey services for the operation and management of the Building Department and perform the duties of the Chief Building Official, Assistant Building Official, Trade Chiefs, Plan Reviewers, and Inspectors as defined in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and to issue permits, perform inspections and perform other Florida Building Code and statutory duties in the name of the City. The firm shall also provide all necessary administrative and clerical staff.

The successful Proposer shall be an independent contractor and the individual(s) assigned to work for the City by the Contractor shall be subject to the approval of the City and will not be a City employee(s).

4.2 Level of Service

As the amount of development and permits fluctuate, the City does not guarantee any certain level. The Contractor understands that staffing may have to be adjusted accordingly from time to time.

As a result, the following historical information is provided for informational purposes only and may vary from month to month:

Completed Inspections					
2025	Structural	Electrical	Plumbing	Mechanical	Total
January	2,614	562	234	166	3,576
February	2,120	442	295	218	3,075
March	2,528	471	254	186	3,439
April	2,179	542	221	187	3,129
May	2,565	544	288	214	3,611
June	2,594	697	371	246	3,908
July	2,399	548	187	168	3,302
August	2,098	560	221	153	3,032
September	2,103	537	236	167	3,043



October	2,327	563	230	198	3,318
November	2,030	461	209	185	2,885
December	2,495	491	245	200	3,431
Total	28,052	6,418	2,991	2,288	39,749

Permit Plan Review Assigned by Discipline							
2025	Struct. Online	Struct.	Elect.	Plumb.	Mech.	Private Provider Docs	Total
January	1,052	250	392	198	217	37	2,146
February	866	217	344	185	216	26	1,854
March	1,088	301	437	219	281	9	2,335
April	1,062	289	391	244	301	20	2,307
May	1,018	255	369	191	215	32	2,080
June	830	273	304	143	224	9	1,783
July	1,025	226	442	232	256	3	2,184
August	910	164	355	210	243	7	1,889
September	1,067	213	457	238	275	22	2,272
October	1,035	191	429	219	262	23	2,159
November	812	176	380	151	182	20	1,721
December	934	170	441	222	262	30	2,059
Total	11,699	2,725	4,741	2,452	2,934	238	24,789



Top 10 Permits by Volume Per Work Class (2025 Calendar Year)	
Work Class	Permit Count
Residential Re-Roof	1,933
Residential Windows/Doors/Shutters	1,924
Residential Revision after Permit Issued	835
Residential Fence	726
Residential Driveway/Patio/Walkway	477
Commercial Revision after Permit Issued	460
Residential A/C Change Out	423
Multi Family Unit Windows/Doors/Shutters	365
Commercial A/C Change Out	307
Commercial Re-Roof	272

Building Safety Inspection Program	
Application Year (Calendar Year)	Submissions
2023	646
2024	1,569
2025	158

4.3 Scope of Professional Services

The Contractor shall perform Professional Building Department Services for the City. Such services shall include, but are not limited to the following:

- A. Review and process plans for issuance of building permits under the Florida Building Code, including applications for all required certificates, licenses and registrations. Plans review and inspection services shall include, but not be limited to structural, mechanical, plumbing



and electrical, as well as providing all administrative documentation as required by governmental entities having jurisdiction as well as the City.

- B. Review applications for compliance with submittal requirements, including contractor licensing and insurance, and other agency approvals.
- C. Route applications to appropriate staff for discipline compliance reviews and comments.
- D. Monitor review status to ensure prescribed and statutorily-required time limits are met.
- E. Monitor, review and process permit applications for inactivity or expiration.
- F. Review and evaluate permit fees and costs on a regular basis and provide analysis to City.
- G. Process and enforce the 25 Year Building Safety inspection or affiliated program consistent with requirements of the FBC and applicable statutes.
- H. Provide customer services to building contractors, architects, engineers, citizens, and applicants about construction projects, code questions, permitting and other related concerns.
- I. Comply with statutes governing private providers and special inspectors as modified from time to time.
- J. Inspect permitted construction within the City limits, for compliance with all applicable codes, ordinances, plans and/or specifications.
- K. Generally perform inspections between 7:00 a.m. and 6:00 p.m. Monday through Thursday, except on an as needed basis as described in the **Emergencies** section below, and at such time as set forth therein or as requested by the City.
- L. Prepare written reports of inspections and investigations of complaints and other reports, as may be reasonably required by the City, and maintain all related records.
- M. Contractor shall review and maintain all records required by applicable federal agencies, including but not limited to the Federal Emergency Management Agency (FEMA), in association with the processing of building permits, in the format required by such agencies or any successor federal agencies.
- N. Perform any other related services required by the City and all other governmental agencies having jurisdiction.
- O. Coordinate relevant activities with the City's Planning and Economic Development Department and consultants, the City's Fire Prevention Bureau, the City's Engineering Division and City's Code Enforcement Division.
- P. Coordinate activities with Broward County Board of Rules and Appeals and the Florida Building Commission, as needed or required.



- Q. Provide services with regard to Unsafe Buildings as described in Section 111 of the Florida Building Code, inspect, post and record violations, participate in public hearings and provide support to the City as it pertains to unsafe structures.
- R. Coordinate with the City's Code Compliance Division to provide Building Code Enforcement services and to participate in related special magistrate meetings as required.
- S. Provide required support to the City's Floodplain Administrator and enforce the provisions of the Florida Building Code and City Code of Ordinances related to Floodplain Management.
 - 1. Conduct required analysis and determinations related to Chapter 152 (Flood Damage Protection) of the City Code of Ordinances as it pertains to improvements and damage determinations.
- T. Respond to Public Records requests as required.
- U. Perform community outreach as it pertains to permitting activity and compliance with the Florida Building code and associated statutes.
- V. City shall provide, and the Contractor shall be required to utilize, the electronic permitting system, currently **Tyler Enterprise Permitting and Licensing a.k.a. Tyler EnerGov ("Permit System")**, to update and maintain daily inspections and inspections schedules as well as permit and plan review activities, which shall be updated by Contractor in real time.
 - 1. The Contractor acknowledges that the Permit System allows permit applications and related materials to be submitted electronically by the public twenty-four (24) hours per day, seven (7) days per week.
 - 2. The Contractor may perform work associated with this Agreement outside of the Building Department's established business hours, as necessary, provided that such work does not require or result in the Building Department offices being open to the public outside of the City's normal operating hours. Under no circumstances shall the Contractor open, staff, or provide in-person public services at the Building Department offices outside of the City's established business hours unless expressly authorized in writing by the City.
- W. Contractor shall be responsible to provide all necessary equipment required for the performance of services under this Agreement, including but not limited to computers, cellular devices, peripherals, and related hardware and software (with the exception of the Permit System).
- X. Contractor shall be solely responsible, at its own expense, to provide internet services, telephone landlines and related service as needed in the performance of this agreement, except as otherwise expressly provided herein:



1. The City shall provide electricity for use by the Contractor within the Building Department offices at City Hall.
2. The City shall provide janitorial services for the leased area for the Building Department offices at City Hall.
3. The City shall provide technological support for the City provided Permit System.

Y. Website Content and Public Information Management: Contractor shall create and maintain educational videos to supplement the existing Frequently Asked Questions section within the City's website. The videos shall be meant to address questions pertaining to the public's ability to work with the Building Department.

1. The Contractor shall be required to develop, maintain and manage the Building Department's section of the City's official website and related public information resources in a manner that is clear, accurate, informative, customer-friendly, and easy to navigate, with the objective of improving the public's ability to understand Building Department requirements, locate information, and efficiently conduct business with the City. The Contractor shall be solely and fully responsible for the ongoing maintenance, accuracy, and updating of the Building Department website content and related public information resources.
2. Such responsibilities shall include, but not be limited to, developing and maintaining educational and informational content, providing and updating instructional and educational videos, managing and updating the Frequently Asked Questions (FAQ) section, and addressing matters related to the public's ability to interact with and conduct business with the Building Department.
3. The Contractor shall coordinate and work collaboratively with the appropriate City departments to obtain any necessary data, documentation, or supporting information required to enhance the website content and ensure the delivery of accurate, useful, and timely information to the public.

Z. Perform these duties during normal business hours or as may be altered by mutual agreement. During such regular business hours, all telephones at Contractor's office shall be answered personally.

AA. Provide priority and expedited permitting services for all state and federally funded housing programs.

BB. Contractor shall provide personnel in each discipline who shall be able to respond within one (1) hour (24 hours/day/7 days/week) to any type of emergency call-out by the City's Fire Rescue, Law Enforcement or any authorized City representative.



- CC. In order to ensure public safety, response to hazards, nuisances, and Florida Building Code violations, reports will be performed within one (1) business day of receiving notice. The Contractor shall provide an inspector to meet this "on call" requirement.

4.4 Emergencies

During a declared state of emergency, and the direction of the City, the Contractor shall be responsible for staffing the City's Emergency Operations Center (EOC) when operational and assisting with damage assessment and safety inspections. Emergency services will be reimbursable at direct cost with no markup. The Chief Building Official shall have immediate access to building plans and other essential building information.

1. Contractor shall work with the City during post disaster (natural or man-made) times, in restoring Plan Review and Inspection Services pursuant to the Florida Building Code and executive orders of the Governor. Contractor shall provide personnel to assist with damage assessment teams. Contractor shall serve as a resource and consultant in the relevant discipline areas, assisting the operational decision-making process and performing other duties as deemed necessary to restore overall safety and services.
2. Contractor shall comply with all statutory requirements pertaining to emergency response as amended from time to time.

4.5 Plan Review and Inspections

Contractor shall utilize City's Permit System for all plan reviews. Plan review timeframes set forth herein shall apply to complete permit applications, defined as applications that include all required documents, information, and fees necessary to perform a full and substantive review. Incomplete applications shall not be subject to the review timelines until all deficiencies have been addressed and the application is deemed complete by the Building Department. Upon initiation of a review cycle for a complete application, plan reviews and comments, including initial reviews and all subsequent re-reviews, shall be completed in accordance with the following schedule, unless a more expedited review timeline is required under Florida law, at which point the Parties shall endeavor to amend the Agreement:

Building Permits (Minor)	3 Business Days
Building Permits (Median)	6 Business Days
Building Permits (Major)	10 Business Days
25 Year Building Safety Inspection Program (Monitoring)	10 Business Days

- A. Owner-builder permit applications shall be granted one (1) additional day for review.
- B. After the fact permit applications shall be granted one (1) additional day for review.



1. Per City policy, after the fact permits shall be processed by a licensed professional and not processed via an owner-builder application, unless authorized by the Chief Building Official.
- C. A permit shall be deemed expired after one hundred eighty (180) calendar days from the date of the last action or notification from the Building Department.
- D. Once a permit has been issued, the applicant has one hundred eighty (180) calendar days to pass or partial pass an inspection; once the permit has passed or partial passed the first inspection, the permit must pass or partially pass within ninety (90) calendar days. Failure to comply may result in the permit being deemed expired.
- E. Reactivation of an expired permit application may be permitted at the discretion of the Chief Building Official.
- F. **Inspection Scheduling and Timeframes:**
 1. Inspection requests shall be submitted by the applicant or their representative to the Building Department by phone (voicemail), email, in person, or online via the Permit System.
 2. The applicant also has the ability to request an inspection date in the future.
 3. Inspection requests received prior to 3:00 PM (EST) on a business day shall be scheduled for the next business day, unless a later date is requested by the applicant.
 4. Inspection requests received at or after 3:00 PM (EST) shall be scheduled for the second business day following the request, unless a later date is requested by the applicant.
 5. All inspections performed under this Agreement shall be conducted on the scheduled inspection date.
- G. Inspection services shall be conducted in accordance with all applicable federal, state, and local laws, rules, regulations, directives, codes and ordinances.
- H. **“Business Day”** and **“Normal Operating Hours”** shall be defined as Monday through Thursday from 7:00 AM to 6:00 PM and shall not include City recognized holidays.
- I. Plan review submissions may be submitted electronically or via paper.
- J. Plans review time shall begin once all submission requirements have been met and plans are distributed for review by the Contractor’s Review Coordinator. Plan reviews shall comply with all statutory timelines.
- K. Contractor shall notify the City's Contract Manager in writing of any issues or concerns affecting plan review or inspection activities relating to the City’s Permit System/Software.



- L. The Contractor may submit recommendations for enhancements, modifications, or improvements to the City's Permit System Software for the City's review and consideration. Any such recommendations shall be subject to the City's sole approval. The Contractor acknowledges that any proposed changes must comply with applicable laws, regulations, and BORA (Board of Rules and Appeals) approved policies and procedures.
- M. Performance timeframes are set for plan review for the Contractor-controlled building staff; Contractor is not responsible for City staffed departments (Fire, Zoning, and Engineering).
- N. **"Building Permits (Minor)"** shall be defined as permit applications that are reviewed by one or two reviewers and specifically recognized in **Attachment A**.
- O. **"Building Permits (Median)"** shall be defined as permit applications that are reviewed by multiple reviewers with an expanded scope for commercial and residential projects and that are not specifically listed under the minor or major category and specifically recognized in **Attachment A**.
- P. **"Building Permits (Major)"** shall be defined as complex projects typically for new construction or interior buildouts and specifically recognized in **Attachment A**.
- Q. **Level of Service:** The City's Contract Manager will continuously monitor the performance of the Contractor to ensure compliance with the average plan review and inspection timelines as noted above.

4.6 Staff Qualifications and Requirements

- A. In addition to any requirements otherwise set forth herein, Contractor shall provide the necessary and appropriate personnel to ensure the performance of this Agreement, and such personnel shall satisfy the following requirements:
 1. **Chief Building Official:** Must meet the requirements and qualifications set forth in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and hold a License from the State of Florida, Department of Business and Professional Regulation as a Chief Building Official, and County Certification.
 2. **Assistant Building Official:** Must meet the requirements and qualifications set forth in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and hold a License from the State of Florida, Department of Business and Professional Regulation as a Chief Building Official and County Certification.
 3. **Trade Chiefs (Chief Electrical, Chief Mechanical, Chief Plumbing and Chief Structural):** Must meet the requirements and qualifications set forth in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and hold a License from the State of Florida, Department of Business and Professional



Regulation as an Inspector in the specific trade with a minimum of two years' experience in Broward County and one year experience as a Plans Examiner in Broward County, and County Certification.

4. **Plans Examiners (Electrical, Mechanical, Plumbing and Structural):** Must meet the requirements and qualifications set forth in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and hold a License from the State of Florida Department of Business and Professional Regulation as licensed under the respective discipline practiced, and the ability to achieve County Certification.
 5. **Field Inspectors (Electrical, Mechanical, Plumbing and Structural Inspectors):** Must meet the requirements and qualifications set forth in the Florida Building Code, Chapter 1 Broward County Amendments (FBC, Chapter 1 BCA), and hold a License from the State of Florida Department of Business and Professional Regulation as licensed under the respective discipline practiced, and the ability to achieve County Certification.
 6. **Building Department Operations Manager:** Shall be responsible for the day-to-day operations of the department and responsible for managing non-licensed individuals. The Operations Manager shall also act as a liaison with other City departments, ensure all noticing procedures, and evaluate permit fees and invoicing.
- B. **Dedicated Personnel:** The Chief Building Official, all Trade Chiefs (Electrical, Mechanical, Plumbing, and Structural), and the Building Department Operations Manager shall be **dedicated full-time (100%) exclusively** to the City of Pembroke Pines. The Contractor shall provide, at a minimum, the following dedicated personnel: two (2) Structural Plans Examiners and one (1) Electrical Plans Examiner; and four (4) Structural Field Inspectors, two (2) Electrical Field Inspectors, one (1) Plumbing Field Inspector, and one (1) Mechanical Field Inspector. Such personnel shall not be assigned to, perform services for, or otherwise support any other contract, jurisdiction, municipality, or governmental agency during the term of this Agreement. These positions shall not be shared, rotated, or utilized in a dual-role capacity, whether on a full-time, part-time, temporary, acting, or interim basis, unless otherwise expressly approved in writing by the City's Contract Manager. Notwithstanding the foregoing, Trade Chiefs may, on a limited and temporary basis, provide technical assistance or support across disciplines, provided they possess the appropriate qualifications and certifications. Such assistance shall not relieve the Contractor of its obligation to maintain fully staffed, dedicated positions for each required role and discipline at all times, unless otherwise expressly approved in writing by the City's Contract Manager. All Dedicated Personnel shall be physically present and perform their duties from the Building Department located within the City of Pembroke Pines City Hall during their regularly scheduled working hours to ensure accessibility to customers, contractors, residents, and City staff.



- C. **Dual Roles:** With the exception of the Assistant Building Official, who may also serve as a Trade Chief, each position identified above shall be filled by a separate, dedicated individual. Dual roles are not permitted for the Chief Building Official, Trade Chiefs, Plans Examiners, and Field Inspectors, who shall each function exclusively within their assigned discipline. A single individual shall not serve concurrently in more than one role, nor across multiple disciplines. Specifically, each inspection discipline (Electrical, Mechanical, Plumbing, and Structural) shall have at least one dedicated Trade Chief, and no individual may act as a Chief for more than one discipline. The Contractor shall provide sufficient qualified personnel to meet this requirement at all times during the term of the Agreement. Contractor shall not assign or permit any individual designated to serve in one of the minimum required positions identified in this section to simultaneously serve in another designated minimum required position, unless expressly approved in writing by the City's Contract Manager. Any temporary cross-disciplinary assistance shall not be construed as fulfilling minimum staffing requirements. Failure to maintain required staffing levels shall be subject to liquidated damages as set forth in **Subsection H** below.
- D. **Additional Building Department Staff:** This shall include but is not limited to team supervisors, plan review coordinators, permit technicians, customer service agents and a certificate of occupancy (CO) clerk. The contractor shall maintain sufficient department staff to intake and route plans and applications, prepare certificates, scan all documents including plans in keeping with the established procedures, scan documents and plans not scanned initially within 30 days of final inspection for archives.
- E. **Staffing Continuity and Replacement:** The Contractor shall maintain continuous staffing for all dedicated positions identified herein and supplement staff beyond the minimum dedicated staff to meet the changes in volume. The Contractor shall notify the City's Contract Manager, in writing, of any known, anticipated, or actual staffing changes affecting dedicated personnel, including but not limited to absences, vacancies, resignations, terminations, or reassignments. Such notification shall be provided as soon as practicable, but no later than twenty-four (24) hours after the Contractor knew or should have known of the change, and in advance where such changes are anticipated. In the event that any such individual becomes unavailable due to vacation, illness, incapacity, suspension, resignation, termination, or any other reason, the Contractor shall provide a qualified replacement. All replacement personnel shall meet or exceed the minimum qualifications, licensing, and certification requirements set forth in this Solicitation and shall be subject to review and approval by the City prior to assignment. Qualified replacements, acceptable to the City, must be provided in accordance with the replacement timeframes listed below. The replacement timeframe shall commence at the time the Contractor knew or should have known of the absence, vacancy, or inability of the assigned individual to perform the required duties.



1. **Temporary Absence (five (5) business days or less):** A qualified replacement shall be provided within **twenty-four (24) hours** of the absence.
 2. **Extended Absence (greater than five (5) business days):** A qualified replacement shall be provided within **seventy-two (72) hours** of the absence.
 3. **Permanent Vacancy (resignation, termination, or removal):** A permanent qualified replacement shall be provided within **ten (10) business days** of the vacancy.
- F. **No Degradation of Service:** At no time shall staffing changes, absences, or vacancies result in a reduction in service levels, inspection capacity, plan review timelines, or regulatory compliance. The Contractor shall remain fully responsible for meeting all performance requirements under this Agreement.
- G. **Enforcement and Remedies:** Repeated or chronic staffing deficiencies shall constitute a material default of this Agreement. Except where immediate termination is authorized under this Agreement or applicable law, the City shall utilize the following progressive enforcement process:
1. **Step 1 - Notice of Deficiency:** Upon identifying a staffing deficiency or other performance failure, the City may issue written notice describing the deficiency and the corrective action required.
 2. **Step 2 - Liquidated Damages:** If the deficiency is not corrected within the applicable replacement timeframe or otherwise continues, the City may assess liquidated damages as specified elsewhere in the Agreement. Assessment of liquidated damages shall continue until the deficiency is corrected.
 3. **Step 3 - Notice to Cure:** If deficiencies continue, recur, or demonstrate a pattern of non-performance, the City may issue a formal Notice to Cure specifying the deficiencies and providing a reasonable period, not to exceed ten (10) calendar days unless otherwise determined by the City, to fully cure the default.
 4. **Step 4 – Additional Remedies:** If the Contractor fails to timely cure the default, the City may exercise any remedies available under the Agreement or at law, including but not limited to:
 - Withholding of payment for affected services;
 - Requiring corrective action plans;
 - Procuring substitute services at the Contractor's expense where permitted by law; and
 - Termination of the Agreement for Cause.



5. Notwithstanding the foregoing, nothing herein shall limit the City's right to immediately terminate this Agreement for cause without prior notice or opportunity to cure where permitted by law, including but not limited to fraud, criminal conduct, abandonment of services, loss of required licensure, loss of required insurance, actions that create an imminent threat to public health, safety, or welfare, or any other material breach for which immediate termination is authorized under this Agreement or applicable law.

H. **Liquidated Damages – Dedicated Staffing:** The parties agree that failure to maintain required dedicated staffing levels for the Chief Building Official or any Trade Chief will result in damages to the City that are difficult to ascertain with certainty, including but not limited to delays in permitting, inspections, regulatory compliance, and public service delivery.

1. Accordingly, the Contractor agrees to the following **liquidated damages**, which are agreed to be reasonable and not a penalty.
 - a. Liquidated damages shall apply separately to each vacant or improperly staffed position.
 - b. Liquidated damages shall be assessed in addition to, and not in lieu of, any other remedies available to the City under the Agreement or at law.
 - c. Assessment of liquidated damages is intended to encourage timely compliance and shall not constitute the exclusive remedy available to the City. The assessment or acceptance of liquidated damages shall not waive the City's right to require immediate correction of the deficiency, issue a Notice to Cure, withhold payment, terminate the Agreement for Cause, or pursue any other remedy available under the Agreement or applicable law.
 - d. The City's decision to assess or not assess liquidated damages for any specific occurrence shall not constitute a waiver of the City's right to enforce this provision for subsequent occurrences.
2. Liquidated damages shall accrue **per dedicated position, per calendar day**, beginning immediately upon expiration of the applicable replacement timeframe set forth in **Subsection E** above, and shall continue until the position is filled with a qualified individual approved by the City's Contract Manager and in full compliance with the requirements of this agreement, based on the schedule below:
 - a. Chief Building Official - **\$1,500 per calendar day**
 - b. Each Trade Chief (Electrical, Mechanical, Plumbing, Structural) - **\$1,000 per calendar day**



- c. Each Plans Examiner - **\$500 per calendar day**
 - d. Each Field Inspector - **\$500 per calendar day**
 - e. Building Department Operations Manager - **\$500 per calendar day**
3. For purposes of this section, a position shall be deemed “vacant or improperly staffed” if it is unfilled, filled by an individual who has not been approved by the City, does not meet the required qualifications, or is assigned in violation of the “No Dual Roles” or “Dedicated Personnel” requirements.
- I. **Biennially Recertification:** All personnel shall be certified and recertified biennially by the Broward County Board of Rules and Appeals in accordance with Section 103 of the FBC-BBCAP and State Law. Contractor shall provide documentation to the City's Contracts Division upon execution of this Agreement, and upon staff changes thereafter, and prior to performing reviews or inspections.
 - J. **City's Right to Require Personnel Changes:** The City Manager shall have the right to require Contractor to change any personnel working on City projects upon providing Contractor with ten (10) days written notice.
 - K. **Contractor or City Right to Request Changes to Staffing Levels:** The Contractor shall have the ability to request changes to required staffing levels and/or roles, by providing clear documentation displaying how customer service levels, operational efficiency, and all contractual performance levels will be maintained with fewer personnel. The request to change staff levels, may not be submitted within the first 12 months of the contract. The proposal must clearly outline why the reduction is necessary and how performance, including all service levels, inspection capacity, plan review timelines, regulatory compliance, and other contractual obligations will be maintained. Any request to reduce staffing levels shall also include a proposed adjustment to the Contract price that reflects the reduced staffing commitment.

The City may also initiate a review of the required staffing levels when there has been a significant and sustained change in workload, permit activity, statutory requirements, development activity, or other operational conditions that materially affect the staffing needs of the Building Department. In such cases, the City may request that the Contractor evaluate and submit a proposal for revised staffing levels and a corresponding adjustment to the Contract price, if appropriate.

The City reserves the right to independently evaluate the proposed reduction and negotiate a corresponding reduction in compensation if it determines that the reduced staffing levels decrease the Contractor's cost of providing the Services. The City's Contract Manager must reply in writing to Contractor's request within ten (10) working days. Approval of any



staffing reduction shall be at the sole discretion of the City and shall be conditioned upon execution of a written amendment adjusting the Contract price and any other affected terms and conditions. Approval of any staffing adjustment shall be at the sole discretion of the City.

4.7 Equipment and Personnel

A. Equipment

1. All of the Contractor's equipment utilized for this Agreement, if any, shall be in good operating condition and provided with all needed maintenance to sustain sound operational condition for the duration of the Agreement, subject to inspection and approval by the City.

B. Vehicles

1. The Contractor shall provide and maintain all vehicles necessary to perform the services set forth herein. All such vehicles shall be Contractor-owned, leased, or rented, unless otherwise expressly approved in writing by the City.
2. The use of employee-owned, employee-leased, or employee-rented vehicles (collectively, "personal vehicles") is prohibited unless expressly authorized in writing by the City. Any such approved personal vehicles must comply with all requirements of this Agreement, including, but not limited to, identification, insurance, and safety standards. The use of removable or magnetic decals alone shall not be permitted unless specifically approved by the City.
3. All vehicles shall be maintained in good repair, kept clean, free from damage and leaking fluids, properly registered, and in safe operating condition at all times. Vehicles shall be of uniform color and shall display, on each side, the Contractor's company name, a unique vehicle identification number, and clear identification indicating that the Contractor is performing services for the City of Pembroke Pines. Such identification shall be in lettering not less than three (3) inches in height.
4. All vehicles shall bear both the Contractor's name and the City of Pembroke Pines identification (e.g., logo or approved designation) to clearly indicate that services are being performed on behalf of the City. The Contractor shall submit a mock-up of all proposed vehicle markings, including placement, size, and design, to the City's Contract Manager for review and approval prior to implementation. Approval of such markings shall be at the sole discretion of the City's Contract Manager.
5. Vehicles displaying the City of Pembroke Pines name, logo, or other identifying markings shall be used solely for the performance of services under this Agreement and shall not be used in connection with any private provider services or other non-City business.



C. Personnel

1. Contractor's Personnel shall adhere to the following requirements:
 - a. While performing services under this Agreement, all personnel shall wear a uniform shirt with the Contractor's logo and shall wear a City identification tag.
 - b. While performing services under this Agreement, all personnel shall be equipped with communication equipment, including, but not limited to cellular telephones. A list of all cellular telephone numbers of such personnel shall be submitted to the City Manager, or City Manager's designee, upon execution of the Agreement and such list shall be updated and provided to the City on a regular basis.
 - c. All personnel performing services under this Agreement shall be fluent in English and Contractor shall require at least two staff members who are fluent in Spanish to be present in the office at all times during regular business hours.
 - d. During the term of this Agreement, no individual performing services under this Agreement shall provide, perform, supervise, review, inspect, or otherwise participate in any private provider services for any project located within the City of Pembroke Pines. Contractor personnel shall not perform private provider services on any project that could reasonably create a conflict of interest with their duties under this Agreement, including projects requiring coordination, review, or inspection by the City of Pembroke Pines. In addition, Contractor personnel shall not perform building department services for another agency or private provider services at any time during their scheduled workday for the City, including meal periods or other breaks, while utilizing equipment or vehicles displaying the City of Pembroke Pines' name, logo, or other identifying markings, or otherwise representing themselves as acting on behalf of the City of Pembroke Pines. Contractor personnel assigned to the City shall devote sufficient time and attention to the performance of services under this Agreement and shall not engage in outside employment or professional activities that materially interfere with their assigned duties, availability, or responsiveness to the City. This prohibition applies regardless of whether the services are performed through the Contractor, another company, as an independent contractor, or in any other capacity.

4.8 Hours of Operation

Contractor shall maintain fully-staffed business hours equal to, but not less than, the City's business hours of 7:00 a.m. through 6:00 p.m., Monday through Thursday. Contractor may, but shall not be expected to perform services under this Agreement on those days in which City Hall is otherwise closed for business, so long as the services do not require the public to access City Hall. The Parties acknowledge that the City may, in its sole discretion, transition to a five (5) day work week. In the



event of such a transition, Contractor shall continue to perform services under this Agreement during the City's regular business hours, as may be amended from time to time.

4.9 Observed Holidays

- A. New Year's Day
- B. Dr. Martin Luther King Day
- C. President's Day
- D. Memorial Day
- E. Juneteenth
- F. Independence Day
- G. Labor Day
- H. Veteran's Day
- I. Thanksgiving Day
- J. Day After Thanksgiving
- K. Christmas Day

4.10 Local Office at City Hall

- A. The City has allocated office space to the Contractor within City Hall for use by the Building Department, consisting of approximately 4,768 square feet ("Office Space"). The Contractor shall rent, utilize, and fully staff the Office Space to perform the services required under this Agreement.
- B. The Contractor's use of the Office Space shall be required and limited to activities directly related to the performance of services under this Agreement and shall be subject to all applicable City policies, procedures, and security requirements.

4.11 No Onsite Solicitation and Conflicts of Interest

- A. The Contractor shall not create an express, implied or appearance of a conflict of interest in any location relative to Contractor's ability to ethically and adequately carry out its duties, responsibilities, and obligations to the City during the performance of this Agreement. In furtherance of this commitment, Contractor hereby agrees as follows:
 - 1. Contractor shall not solicit work from private citizens, individuals, businesses, or others nor create a conflict of interest or the appearance of a conflict of interest in any location relative to their duties and responsibilities in their performance of this Agreement.



2. Contractor shall not represent private clients at a public hearing in the City or appear before the City Commission or any of its advisory boards or bodies established pursuant to Chapter 32 of the City's Code of Ordinances representing private clients.
3. Contractor shall not provide consulting services to any private party or client regarding any matter that may otherwise be subject to the scope of services performed by Contractor in accordance with this Agreement.

4.12 Payment Processing, Revenue Reconciliation, and Invoicing

The City utilizes an integrated, multi-step payment processing and reconciliation framework to ensure accuracy, transparency, and proper allocation of permit-related revenues.

- A. **Permit Revenue Collection from Customers:** The Contractor shall be responsible for **ensuring that all applicable fees and payments are properly assessed and collected from permit applicants** in accordance with City ordinances, policies, and procedures. All such fees and payments shall be deposited from the applicant directly into the City's designated accounts, and the City shall retain responsibility for maintaining custody of such funds.

- B. **Monthly Revenue Reporting**

1. At the conclusion of each month, the Contractor shall submit a detailed revenue report generated from the City's Permit System (currently Tyler EnerGov). The report shall include, at a minimum:
 - a. A complete listing of all permits issued with associated customer payments received during the reporting month;
 - b. The Contractor's calculation of its contractual share of permit revenues, based on the percentage of **Gross Revenue** approved in the agreement resulting from this solicitation; and
 - c. A preliminary monthly invoice reflecting that calculation.
2. **Gross Revenue:** Gross Revenues shall be defined as the net of all revenue for permit services collected by the building department less (minus) all revenue generated for non-building related services as more particularly described below. Non-building related services would include fees associated with:
 - a. Fire Building Permit Review Fees
 - b. Zoning Building Permit Review Fees
 - c. Engineering Building Permit Review Fees and Engineering Site Improvement Fees
 - d. Impact Fees, if applicable.



- e. Fees Charged at issuance of Certificate of Occupancy ("CO") which include the: Water and Sewer Connection Fees; Fire Fee; Police Fee; Interim Fire Protection Assessment; and shall exclude the Certificate of Occupancy Fee (which is to be considered a building related fee);
 - f. Government (federal, state, and county) fees and taxes; and,
 - g. Any permit fees waived for City construction and related work.
3. **Note** - As part of this solicitation, Proposers shall propose a **percentage of the Gross Revenue derived from Building Permit Fees** that the Contractor seeks to retain. **This percentage of Gross Revenue shall constitute the Contractor's sole and exclusive compensation under the resulting agreement.**

C. City Reconciliation and Validation

- 1. The City's Finance Department independently validates the Contractor's reported revenues by reconciling the permitting system receipts against the City's financial system cashiering and general ledger reports (currently Tyler Munis). These systems interface but are reconciled independently to ensure completeness and accuracy. The reconciliation process includes:
 - a. Comparing daily receipts between systems;
 - b. Identifying timing differences such as unposted cashiering batches or refunds attributable to prior periods; and
 - c. Investigating any unresolved discrepancies in coordination with the City's Technology Services Department staff, as needed; and
 - d. Reviewing transactions by charge code to identify non-contract revenue items (e.g., Local Business Tax Receipts, code enforcement, engineering, zoning, or other City-retained fees).

D. Departmental Revenue Confirmation

- 1. As part of the validation process, the Finance Department circulates revenue confirmation summaries to applicable City departments (including Fire, Planning and Zoning, Engineering, and others) to confirm the completeness of their respective revenues for the reporting period.

E. Invoice Adjustment and Approval

- 1. Upon completion of reconciliation, the City recalculates the Contractor's revenue share and compares it to the submitted invoice. If discrepancies are identified:



- a. The City will notify the Contractor and request clarification or correction; and
 - b. The Contractor shall issue a revised invoice when necessary.
2. Invoices for the Contractors contractual share of the permit fees are processed for payment only after reconciliation is finalized and all required internal approvals are obtained. The City shall retain it's portion of the permit fees.

F. Administrative Fees, Rent and Other Payments

1. In addition to revenue sharing, the Contractor is responsible for monthly rent, administrative fees and Option B Payment for City-Provided Leadership Model, if applicable. These charges:
 - a. Are invoiced separately through the City's general billing system; and
 - b. Shall be paid to the City on the 5th day of each month.
2. **Administrative Fees**
 - a. Contractor shall pay the City a monthly payment of \$21,000.
 - b. Subject to annual adjustment based on the Consumer Price Index (CPI), in accordance with contract provisions.
3. **Rent**
 - a. Contractor shall pay the City a monthly payment of \$21,450.
 - b. Are subject to annual adjustment based on the Consumer Price Index (CPI), in accordance with contract provisions.
4. **Payment for City-Provided Leadership Model (aka Option B)**
 - a. Proposers are advised to carefully review **Section 5 – Price Proposal / Bid Table** regarding the City's request for pricing under multiple service delivery options, including a model under which certain Building Department leadership positions may be provided by the City. Under **Option A**, the Contractor is responsible for providing all required personnel, including the Chief Building Official and Building Department Operations Manager. While under **Option B**, the City would be responsible for providing the Chief Building Official and Building Department Operations Manager positions as City employees, and the Contractor shall be responsible for providing all other staff and making additional payments to the City to offset the costs associated with those positions, as more particularly described in Section 5 – Price Proposal / Bid Table and the resulting Agreement.
 - b. If the City elects to award the contract pursuant to Option B:



1. Contractor shall pay the City a monthly payment of \$34,000.
2. Are subject to annual adjustment based on the Consumer Price Index (CPI), in accordance with contract provisions.

5. **Applicable Taxes**

- a. At the time of issuance of this solicitation, the City is not aware of any sales tax or other taxes that are applicable to the rent or other charges described herein, as the prior sales tax applicable to rent was removed by State law. However, the Contractor acknowledges that tax laws and regulations are subject to change. In the event that any federal, state, or local tax is enacted, amended, or reinstated during the term of the Agreement that is applicable to the services, rent, or other charges payable by the Contractor, such tax shall be the responsibility of the Contractor and shall be paid in accordance with applicable law. The City makes no representation or guarantee regarding the future tax treatment of any charges under the Agreement.

- G. **CPI Adjustments:** The **Administrative Fees, Rent, and Payment for City-Provided Leadership Model (aka Option B)** set forth herein shall be automatically adjusted annually each October 1st, commencing October 1, 2027, according to the Consumer Price Index for All Urban Consumers (CPI-U), Series ID: CUURS35BSA0 for "All Items" in the Miami-Ft. Lauderdale-West Palm Beach, FL Area (Not Seasonally Adjusted), as published by the U.S. Department of Labor for the annual change as of the most recent month of April, but not less than zero percent (0%).
- H. **Check and Credit Card Processing Fees:** City shall be responsible for the Check and Credit Card Processing Fees associated with City's intake and permitting processes, including the Check and Credit Card Processing Fees associated with permit fees, planning and zoning fees, engineering fees, fire fees, certificate of occupancy ("CO") fees, and impact fees. City reserves the right to pass on these fees to the customers as deemed appropriate by the City.
 1. For clarity, Check and Credit Card Processing Fees shall not be included in, deducted from, or otherwise affect the calculation of Gross Revenues or the Contractor's proposed percentage of Gross Revenues. The Contractor's compensation shall be calculated solely on Gross Revenues as defined herein, exclusive of any check or credit card processing fees.

4.13 Status Reports and Survey

- A. On or before the first weekday of every month, the Contractor shall prepare, update, and deliver to the City Manager, or City Manager's designee, a status report which shall be posted on the Building Department's website to include monthly comparisons in the following categories for the month, previous month, and fiscal year:



1. Customer Service
 - a. Customer Interactions (Calls, Emails and Counter)
 - b. Number of new applications received;
 - c. Applications approved;
 - d. Applications denied;
2. Volume Analysis
 - a. Analysis of owner builder and after the fact permits.
 - b. Plan review numbers by trade (Electrical, Mechanical, Plumbing and Structural) for the Fiscal Year to Date, the previous month and current month;
 - c. Completed plan review average time by trade (Electrical, Mechanical, Plumbing and Structural) for the Fiscal Year to Date, the previous month and current month;
 - d. Review Time for Individual Permits by Type (Commercial Roofs, Water Heater, Residential Roofs, Fence, Window/Door, Driveway, A/C Replacement, etc., including:
 1. Comparison of the Review Classification Standard
 2. Contractual Days
 3. Number of Permits for the Fiscal Year to Date, the previous month and current month.
 - e. Inspection report by trade;
 - f. New projects update;
 - g. Number of incoming phone calls from main line;
 - h. Number of incoming emails to main email account;
 - i. Counter visits;
 - j. Number of Private Provider, owner-builder, and after-the-fact permit applications;
 1. By Type, such as Driveway, Fence, Window/Door, etc.
 - k. Any additional reports as requested by the Contract Manager;
3. Building Safety Inspection Program metrics, including:
 - a. Buildings required in the calendar year
 - b. Reports Submitted Calendar Year to Date



-
- c. Reports Submitted for the current month
 - d. Reports Submitted for the prior month
4. Customer Concern Tracking and Resolution
- a. Customer concerns shall be received through City Administration and/or via a dedicated email address and shall be transmitted to the Chief Building Official and the Building Department Operations Manager for tracking and review.
 - b. The Contractor shall ensure that the Customer Concern Tracking and Resolution Log is maintained in a consistent and auditable format. The Log shall, at a minimum, contain the information listed below and shall document the receipt, investigation, and resolution of all customer concerns in a timely and professional manner.
 - 1. A summary log of customer concerns received during the reporting period, including but not limited to concerns from residents, applicants, contractors, or other stakeholders;
 - 2. Date the concern was received;
 - 3. Method of receipt (e.g., phone, email, in person, online);
 - 4. Description of the customer concern;
 - 5. Associated permit number, folio number or address;
 - 6. Date(s) of follow-up actions taken;
 - 7. Current status (open, under review, resolved);
 - 8. Date of resolution;
 - 9. Explanation of the outcome or findings, including identification of whether the issue was attributable to the applicant, contractor, or Building Department process (e.g., no application submitted, incomplete application, pending applicant response, or internal delay);
 - 10. Average time to resolve concerns for the reporting period; and
 - 11. Identification of any recurring issues or trends and proposed corrective actions.
 - c. The contractor shall provide monthly status reports with the log.
- B. At the beginning of each calendar quarter, Contractor shall conduct a survey of applicants that have applied for permits or obtained permits during the preceding quarter to evaluate performance of the entire permitting process, customer's use of the software, and the Building Department. Contractor shall collaborate with Contract Manager in formulating the



survey methodology along with the questions and the results shall be produced by Contractor at the end of each calendar quarter.

4.14 Legislation

- A. Contractor shall at all times during the term of this Agreement comply with all applicable federal, state, and local laws, rules, regulations, and codes. Contractor expressly agrees to comply with all applicable provisions required under Chapter 166, F.S; Chapter 553, F.S; Chapter 633, F.S., the Florida Building Code, the City Code of Ordinances and Land Development Code, the Committee Substitute for Committee Substitute for Florida Senate Bill No. 180, codified as Laws of Florida, Chapter 2025-190; and all other governing rules, laws, and regulations, as may be amended, governing the scope of services to be performed by Contractor pursuant to this Agreement.
- B. Contractor shall be responsible for monitoring or obtaining information pertaining to any change in federal, state, or local law that may impact Contractor's performance or scope of services under this Agreement. In the event that there is a change in state, federal, or county law or regulation that impacts Contractor's obligations or performance under this Agreement, the Parties shall endeavor to amend this Agreement in order to ensure compliance with all applicable regulations.

4.15 Background Check

Contractor shall, at Contractor's sole expense, ensure that all of its personnel who will be involved in the performance of this Agreement have undergone Level 2 employment screening in accordance with Chapter 435, F.S., as may be amended, prior to the commencement of such performance.

4.16 Transition Period

- A. In the event of termination or expiration of this Agreement, City and Contractor shall cooperate in good faith in order to effectuate a smooth and harmonious transition from Contractor to City or to any other entity that City may enter into an agreement with for the provision of plan review, inspection, and other building department-related services (the "Successor Entity"). During such period, City and Contractor shall maintain the same scope of services pursuant to the terms of this Agreement until such time that the City enters into an agreement with the Successor Entity.
- B. Upon execution of a Professional Services agreement between the City and a Successor Entity, the Contractor shall take all reasonable and necessary actions to ensure the orderly transfer, to the satisfaction of the City, of all finished and unfinished work product, including but not limited to data, studies, surveys, sketches, plans, reports, and other materials or documents in the Contractor's possession, to either the City or the Successor Entity, in both hard copy and digital formats.



- C. The Contractor shall coordinate with the City and the Successor Entity to develop and implement a formal transition plan. At a minimum, the transition plan shall identify and address:
1. a defined service end date;
 2. the equitable allocation and reconciliation of fees, revenues, and costs associated with services performed before and after the transition date;
 3. a complete inventory and status report of all open permits;
 4. all plan reviews in progress;
 5. all pending Certificates of Occupancy, inspections, and related approvals;
 6. the transfer of electronic records, databases, and permitting software data, to the extent permitted by law and applicable licensing restrictions; and
 7. a customer communication strategy designed to provide timely and accurate notice to applicants, permit holders, contractors, and other affected stakeholders regarding the transition of services.
- D. The Contractor shall fully cooperate with the City and the Successor Entity and shall provide such additional assistance as may be reasonably requested by the City to ensure continuity of services and minimize disruption to the public.
- E. Contractor shall also return to City each office and all property used by Contractor in the same condition as they were upon the effective date of this Agreement, ordinary wear and tear excepted. Equipment and other personal property purchased by Contractor shall remain the property of Contractor upon termination of the Agreement unless the property was directly paid for by City or City specifically reimbursed Contractor for the cost incurred to purchase the equipment or personal property or the Agreement provides to the contrary.
- F. In the event that City is unable to procure the same level of services within a reasonable time, City may extend the term of this Agreement upon the written request by the City Manager and the execution of an agreement with the Contractor, for 180 calendar days or until such time that the City is able to enter into an agreement with a Successor Entity, whichever occurs first.



SECTION 5 - PRICE PROPOSAL / BID TABLE

The vendor must provide their pricing electronically through the designated line items listed on the Bid Sheet/Pricing Table via the City's e-Procurement portal on OpenGov.

Alternative Service Delivery Options (Option A and Option B):

The City is requesting that Proposers submit responses and pricing for two (2) alternative service delivery options as part of this Solicitation. Proposers shall clearly identify and distinguish their approach, staffing, and cost structure for each option.

A. Option A – Contractor-Provided Leadership Model:

Under this option, the Contractor shall provide all required personnel to perform the services under this Agreement, including the Chief Building Official and the Building Department Operations Manager in accordance with all requirements set forth in this Solicitation.

B. Option B – City-Provided Leadership Model:

Under this option, the City shall provide the Chief Building Official and the Building Department Operations Manager as City employees. The Contractor shall be responsible for providing all other required personnel and services in support of Building Department operations, and shall coordinate closely with the City-provided Chief Building Official and Building Department Operations Manager.

Proposers shall describe any differences in staffing, organizational structure, operations, communication protocols, and cost between Option A and Option B. Proposers shall also identify any assumptions, dependencies, or operational considerations associated with each option.

The City reserves the right to award a contract based on either Option A or Option B, as determined to be in the best interest of the City.

OPTION A - PROPOSAL

Under this option, the Contractor shall provide all required personnel to perform the services under this Agreement, including the Chief Building Official and the Building Department Operations Manager, in accordance with all requirements set forth in this Solicitation.

Line Item	Description	Unit of Measure	Percentage
A-1	Proposed Percentage of the Gross Revenue derived from Building Permit Fees that the Contractor seeks to retain	Percent	

OPTION A - OTHER PAYMENTS DUE FROM CONTRACTOR TO CITY

Under this option, the Contractor shall provide all required personnel to perform the services under this Agreement, including the Chief Building Official and the Building Department Operations Manager, in accordance with all requirements set forth in this Solicitation.



Line Item	Description	Unit of Measure	Unit Cost
A-2	Administrative Fees (Adjusted annually based on CPI)	Monthly	\$21,000.00
A-3	Rent (Adjusted annually based on CPI)	Monthly	\$21,450.00

OPTION B - PROPOSAL

Under this option, the City shall provide the Chief Building Official and the Building Department Operations Manager as City employees. The Contractor shall be responsible for providing all other required personnel and services in support of Building Department operations, and shall coordinate closely with the City-provided Chief Building Official and Building Department Operations Manager.

Line Item	Description	Unit of Measure	Percentage
B-1	Proposed Percentage of the Gross Revenue derived from Building Permit Fees that the Contractor seeks to retain	Percent	

OPTION B - OTHER PAYMENTS DUE FROM CONTRACTOR TO CITY

Under this option, the City shall provide the Chief Building Official and the Building Department Operations Manager as City employees. The Contractor shall be responsible for providing all other required personnel and services in support of Building Department operations, and shall coordinate closely with the City-provided Chief Building Official and Building Department Operations Manager.

Line Item	Description	Unit of Measure	Unit Cost
B-2	Administrative Fees (Adjusted annually based on CPI)	Monthly	\$21,000.00
B-3	Rent (Adjusted annually based on CPI)	Monthly	\$21,450.00
B-4	Payment to City to cover cost for Chief Building Official and Building Department Operations Manager as City employees (Adjusted annually based on CPI)	Monthly	\$34,000.00



SECTION 6 - SUBMITTAL DOCUMENTS

Bids must be submitted electronically at <https://procurement.opengov.com/portal/pembrokepines> on or before **2:00 pm on Tuesday, November 3, 2026**. Please note vendors should be registered on OpenGov under the name of the organization that they are operating as and it should match the organization name on the documents that they are submitting and utilizing when responding to the solicitation. In addition, the vendor must complete the required documents in this section and provide any additional information requested throughout this solicitation. Any additional information requested in the solicitation should be scanned and uploaded. The City recommends for proposers to submit their proposals as soon as they are ready to do so. Please allow ample time to submit your proposals on the <https://procurement.opengov.com/portal/pembrokepines> website. Proposals may be modified or withdrawn prior to the deadline for submitting Proposals.

PLEASE DO NOT SUBMIT ANY PROPOSALS VIA MAIL, E-MAIL OR FAX.

Prospective proposers interested in responding to this solicitation are requested to provide all of the applicable information listed in this section. Submittals that do not respond completely to all of the requirements specified herein may be considered non-responsive and eliminated from the process. Brevity and clarity are encouraged.

1 CONFIRMATION TO BIND

1.1 I certify that I have read, understood and agree to the terms in this solicitation, and that I am authorized to submit this response on behalf of my company.*

☐ Please confirm

*Response required

1.2 Letter of Intent*

Proposers shall submit a Letter of Intent, signed by an officer of the firm authorized to bind the Proposer contractually. The Letter of Intent shall state the Proposer's commitment to perform the services described in this solicitation, and describe the firm and its interest in the project.

*Response required

1.3 Affidavit of Accuracy and Truthfulness*

Proposers shall submit a sworn Affidavit of Accuracy, executed by an authorized officer of the firm, certifying that all information contained in the proposal is **true, accurate, and complete**. The affidavit shall apply to all aspects of the proposal, including but not limited to the firm's qualifications, prior experience, work history, proposed personnel, and required licenses and certifications. The Proposer certifies that all contract history disclosures, including terminations, non-renewals, and contract conclusions, are complete and not misleading. The City reserves the right to verify submitted information and may deem a proposal non-responsive or pursue any remedies available by law in the event of a material misrepresentation.

*Response required



2 CERTIFICATION OF INSURANCE COMPLIANCE AND INTENT TO PROCURE REQUIRED COVERAGE

NOTE: Vendors are not required to purchase any additional insurance in order to submit a bid. However, they must certify that they either currently hold, or are able and willing to obtain, all required insurance coverages, endorsements, and limits prior to award and execution of the contract.

- 2.1 I certify that, if awarded this contract, I will be required to obtain and maintain all insurance policies as detailed in the INSURANCE REQUIREMENTS Section of this solicitation before any work may commence, and throughout the life of the contract.*

☐ Please confirm

*Response required

- 2.2 Do you confirm that you will only use insurance carriers licensed to do business in the State of Florida and rated no less than "A" as to management, and no less than "Class VI" as to financial strength by A.M. Best, and that you understand all endorsements required (e.g., Additional Insured, Waiver of Subrogation, etc.) must be included?*

☐ Yes

☐ No

*Response required

- 2.3 Do you currently carry insurance policies that meet or exceed the minimum requirements outlined in the INSURANCE REQUIREMENTS section of this solicitation?*

☐ Yes

☐ No

*Response required

When equals "Yes"

- 2.3.1 Please upload your current certificate(s) of insurance that demonstrate compliance with the insurance requirements outlined in this solicitation.*

*Response required

When equals "No"

- 2.3.2 Please upload documentation showing that you have obtained a letter from your insurance broker or carrier, such as a Letter of Intent to Insure, Evidence of Insurability, or a Conditional Certificate of Insurance.*

Documentation should show that:

- You can obtain the required insurance.
- The limits and types of coverage will meet the INSURANCE REQUIREMENTS outlined in the solicitation.
- You will provide a COI upon contract award.

*Response required



When equals "No"

2.3.3 Please upload your current certificate(s) of insurance.*

*Response required

2.4 Do you believe you are exempt from one or more insurance requirements (e.g., Workers' Compensation)?*

☐ Yes

☐ No

*Response required

When equals "Yes"

2.4.1 Please upload written documentation requesting an exemption on your company letterhead, subject to City approval.*

*Response required

2.5 Do you plan on using subcontractors for this project?*

☐ Yes

☐ No

*Response required

When equals "Yes"

2.5.1 Do you acknowledge that all subcontractors must also carry the same insurance or be covered under your policy, and that proof of such coverage must be provided to the City?*

☐ Yes

☐ No

*Response required

3 EXPERIENCE AND CAPABILITIES

Proposer shall have a minimum of ten (10) years of successful experience in providing Turnkey Municipal Building Department Services to include Plan Review and Inspection Services to other local governmental entities. The relative experience and qualification of each applicant's proposed team, with respect to the project scope, will be judged and a relative rating assigned. This parameter expresses the general and specific project-related capability of the team and indicates the adequate depth and abilities of the organization which it can draw upon as needed. This will include management, technical, and support staff.

3.1 Describe the size of your firm.*

*Response required

3.2 Describe the types of services that your firm provides.*

*Response required



3.3 Describe the specialized experience and technical competence of the firm or persons with respect to working on similar projects.*

*Response required

3.4 Do you have a minimum of ten (10) years of experience operating a municipal building department? Please provide proof of such experience.*

*Response required

3.5 The firm must provide information on their proximity to and familiarity with the area in which the project is located.*

*Response required

3.6 Explain the availability and access to the firm's top level management personnel.*

*Response required

3.7 Firm's Organization Chart*

Proposers shall upload a general organizational chart depicting the overall structure of the firm, including key divisions and management levels. *Proposers are permitted to supply additional information that will assist the City in understanding the Proposer's organization.*

*Response required

3.8 Project-Specific Organizational Chart*

Proposers shall submit a separate organizational chart identifying the proposed team that will be assigned to the **City of Pembroke Pines Building Department**. The chart shall clearly identify **titles and reporting relationships**, including key management and on-site personnel.

For all positions at the level of Trade Chief and above, the Proposer shall provide the individual's name.

For positions below the Trade Chief level, the Proposer is encouraged to identify proposed personnel and provide corresponding resumes and certifications where such staff have been identified at the time of proposal submission. In instances where specific personnel for positions below the Trade Chief level have not yet been identified, the Proposer shall clearly state so and shall provide detailed job descriptions for each position, including:

- Minimum qualifications, certifications, and licenses required;
- Relevant experience expectations;
- Roles and responsibilities; and
- Proposed staffing levels and reporting structure.

The Proposer shall also describe its approach to recruiting, hiring, and retaining qualified personnel to fulfill these roles throughout the duration of the contract in the Transition Plan submittal section.

Proposers are permitted to supply additional information that will assist the City in understanding the Proposer's organization.



*Response required

- 3.9 Identify the contact person and supervisory personnel who will work on the various projects, including the relative experience of all professionals proposed for use on the team.*

*Response required

3.10 Proposed Staff Resumes, Qualifications and Experience*

Proposers shall demonstrate the qualifications and experience of all personnel proposed to perform services under this agreement as identified in the project specific organization chart.

For all positions at the **Trade Chief level and above**, Proposers shall provide the **individual's name, resume, and all applicable licenses and certifications**. Resumes shall clearly outline each individual's **education, certifications, relevant experience, and proposed role** related to the services described in this solicitation.

For positions **below the Trade Chief level**, Proposers are encouraged to identify proposed personnel and provide corresponding resumes and certifications where such staff have been identified at the time of proposal submission. In instances where specific personnel have not yet been identified, the Proposer shall provide **detailed job descriptions for each position, including minimum qualifications, required certifications and licenses, relevant experience expectations, and roles and responsibilities**.

Proposers may submit **additional supporting documentation**, as necessary, to further demonstrate that proposed personnel meet the requirements of this solicitation. **All proposed or future staff** assigned shall possess a **minimum of three (3) years of experience in their respective disciplines** relevant to the services to be provided under this agreement, unless otherwise approved in writing by the City.

*Response required

3.11 Licenses and Certifications*

Proposers shall upload **copies of all applicable and required licenses, certifications, and credentials** for the firm and for **each individual proposed to perform services under this agreement**, including but not limited to personnel serving in the roles of **Building Official, Trade Chiefs, Plans Examiners, Field Inspectors, and other licensed or certified staff** as required by this solicitation and applicable law.

For positions below the Trade Chief level, Proposers may indicate if specific personnel have not yet been identified at the time of proposal submission. In such cases, the Proposer shall provide the required licenses, certifications, and credentials for those personnel upon hiring and prior to assignment to the contract.

Submittals shall demonstrate compliance with the **Florida Building Code, Building, Section 103 (FBC-BBCAP), State of Florida Department of Business and Professional Regulation (DBPR)** licensing requirements, and **any applicable county certification requirements**, as identified in this Bid Package.



Failure to submit the required licenses and certifications for proposed personnel may render the proposal **non-responsive** or may result in the exclusion of such personnel from consideration.

*Response required

3.12 Provide summaries of key persons and on-site staff to be assigned to the project with emphasis on their experience with similar work.*

For all positions at the Trade Chief level and above, Proposers shall identify the specific individuals and provide summaries of their qualifications, certifications, and relevant experience.

For positions below the Trade Chief level, Proposers may provide summaries of identified personnel where available. If such personnel have not yet been identified, the Proposer shall clearly state so

*Response required

3.13 Explain the ability and experience of the field staff with specific attention to project related experience.*

Proposers may describe the experience and qualifications of identified personnel where available. If such personnel have not yet been identified, the Proposer shall describe the minimum qualifications, certifications, and experience that will be required for those positions and shall clearly state that such personnel have not yet been identified.

*Response required

3.14 Contractor should list any applicable qualification, including education, experience, honors and awards received, and professional associations of which the firm and/or its personnel are members.*

*Response required

3.15 Provide the recent, current, and projected workload of the firm.*

*Response required

3.16 Tri-County Government Experience Disclosure*

Proposers shall submit a comprehensive disclosure of their experience providing building department related services to **ALL governmental agencies within the tri-county area** during the **past ten (10) years**.

Proposers may also include governmental agencies outside of the tri-county area.

Required Experience Table

Proposers shall complete and submit a table containing, at a minimum, the following information for **each applicable governmental agency**:

- Name of governmental agency
- Location (City/County)
- Type of services provided, such as:



- Turnkey building department services;
- hybrid services with City-retained personnel such as the Chief Building Official;
- plan review only;
- inspection services;
- other – specify)
- Description of services performed
- Contract start date and end date
- Renewal history (including number and length of renewals, if applicable)
- Whether the contract is active, expired, terminated, or otherwise concluded
- Average annual number of permits processed by the agency during the contract term

Contract History and Outcome Disclosure

For each listed agency, Proposers shall also indicate:

- Whether the contract concluded due to:
 - Natural expiration and rebid
 - Termination (for convenience or cause)
 - Agency decision to bring services in-house
 - Proposer's decision to discontinue services
 - Other (explain)
- If the contract ended early or was terminated, a **brief explanation of the circumstances and reason for conclusion** shall be provided.
- Whether the agency's building department services were previously:
 - Performed in-house by the agency; or
 - Contracted to another firm, and if so, identify the prior contractor.

Certification and Verification

Proposers certify that the information provided is **true, accurate, and complete** and acknowledge that the City may verify the information with the listed agencies. Failure to disclose material information or submission of misleading information may result in **disqualification** or other remedies available to the City.



Please download the below documents, complete, and upload.

- [Tri-County Government Exper...](#)

*Response required

3.17 What is your reputation compared to your peers in the market?*

*Response required

3.18 What is your reputation like among customers and how have you developed it?*

*Response required

3.19 How does your service differ from similar competitors? How do you win and retain business?*

*Response required

3.20 A brief statement must be included which explains why your proposal would be the most effective and beneficial to the City of Pembroke Pines.*

*Response required

4 FIRM'S UNDERSTANDING AND APPROACH TO THE WORK

The understanding that the applicant and consultants demonstrate as to the requirements and needs of the project, including an evaluation of the thoroughness demonstrated in analyzing and investigating the scope of the project.

4.1 Provide a narrative statement demonstrating an understanding of the overall intent of this solicitation, as well as the methods used to meet the requirements of the RFP.*

*Response required

4.2 Transition Plan (Transition-In, Transition-Out and Operational Readiness)*

Ensuring a smooth, seamless and uninterrupted transition of service is of critical importance to the City. Proposers shall provide a **detailed, step-by-step Transition Plan** describing their approach to both:

A. Transitioning Services from an existing provider to the Proposer ("Transition-In"), and

B. Transitioning Services from the Proposer to the City or a successor provider at the conclusion of the Agreement ("Transition-Out").

The Transition Plan shall be written in a manner applicable to both incumbent and non-incumbent Proposers and shall demonstrate the Proposer's ability to ensure continuity of operations regardless of whether the Proposer is assuming or relinquishing services.

Incumbent Proposers are specifically advised that this Solicitation contains requirements that may differ from the current agreement. Accordingly, incumbent Proposers must clearly describe how they will transition from the current operating model to full compliance with all requirements of this Solicitation and resulting Agreement.

The Transition Plan shall include a **timeline (by week and/or by day)** and shall address, at a minimum:

**A. Transition Governance and Coordination**

- Identification of the Transition Manager and key transition staff;
- Communication plan and meeting schedule with the City and, if applicable, the existing contractor or successor provider.
- Approach to coordination with all parties to ensure continuity of services.

B. Staffing, Onboarding, and Continuity of Operations

- Step-by-step plan for recruitment, onboarding, credentialing, and scheduling of all proposed staff both for Transition-In and for additional staffing that may be needed for the incumbent contractor to meet the needs of the contract;
- Plan for maintaining staffing continuity and knowledge transfer during Transition-Out;
- Contingency staffing plan to prevent service disruption during any transition phase.

C. Equipment, Facilities, and Resources

- Timeline for acquisition, delivery, configuration, and deployment of any equipment, vehicles, devices, tools, or other resources required to perform services, including any new requirements of this agreement that are not in the incumbent's current agreement;
- Identification of what will be provided by the City versus the Contractor (as applicable).
- Plan for transfer, return, or disposition of equipment and materials at Transition-Out.

D. Tyler EnerGov Training and System Readiness

- Plan and timeline for training proposed staff on **Tyler EnerGov**, including role-based training (e.g., intake, plan review, inspections, reporting);
- Description of how system access, permissions, and required setup will be coordinated with the City.
- Approach to ensuring continuity of system operations and data integrity during both Transition-In and Transition-Out.

E. Integration, Knowledge Transfer, and Continuity

- Description of coordination with the incumbent provider (Transition-In) or successor provider (Transition-Out), including knowledge transfer and handoffs;
- Plan for managing records, workflows, customer communications, and all work in progress (e.g., open permits, inspections, plan reviews, certificates of occupancy) without interruption;



- Approach to parallel operations, if necessary, to ensure continuity.

F. Operational Cutover Plan

- Proposed cutover approach (e.g., phased vs. full cutover), including key milestones, acceptance criteria, and go-live readiness checks;
- Plan for managing work in progress during cutover.

G. Work-in-Progress Permits and Revenue Allocation During Transition

- Proposers shall describe their approach to managing permits that are in progress at the time of transition (e.g., permits in intake, plan review, revision, inspection, or issuance phases), including how responsibility for such permits will be assumed, transferred, and completed without disruption to service. The Proposer shall address, at a minimum:
 - **Workload Assumption:** How the Proposer will assume responsibility for permits in progress, including whether such permits will be completed regardless of which contractor originally received the associated permit fees.
 - **Revenue Allocation Approach:** Proposed approach, if any, for allocation or reconciliation of permit fee revenues associated with work-in-progress permits.
 - **Proposed Fee Sharing (Transition-In):** Any proposed methodology for requesting or accepting a portion of fees previously collected by an incumbent contractor, including basis (e.g., phase completion, level of effort, etc.).
 - **Proposed Fee Sharing (Transition-Out):** Approach, if transitioning out, to allocating or transferring a portion of collected fees to a successor contractor.
 - **Operational Coordination During Transition:** Whether a period of concurrent or parallel operations is anticipated, including shared workspace, system access, and coordination of responsibilities.
 - **Customer Impact Mitigation:** Measures to ensure no delays, duplication, or confusion for applicants.
 - **Assumptions and Limitations:** Any assumptions regarding revenue, workload, or coordination.
 - **Customer Contacts:** The Outgoing Contractor shall publicize transition notices, FAQs, and new contact pipelines on any customer-facing portals, automated email notifications, or phone systems it manages under this agreement.



- *Note - The City reserves the right to determine the final approach to assignment of work-in-progress permits and any associated revenue allocation in its sole discretion, regardless of the Proposer's proposed methodology.*

H. Aggregate Transition Period

- Proposers shall clearly identify the **total anticipated duration of the full transition process**, from Notice of Award/Notice to Proceed through full operational takeover, including key milestone dates for staffing readiness, system training completion, equipment deployment, and final cutover;
- Estimated timeline and approach for Transition-Out;

I. Risk Identification and Mitigation

- Based on previous experience, the proposer shall identify any potential situations that may impact or have impacted the transition timeline in similar or comparable contracts.
- Proposed mitigation strategies.

J. Transition-Out Plan (End of Term)

- Step-by-step plan for transitioning services **out** at the end of the term, including if the Proposer is not selected for renewal, the City transitions to another vendor, or the City brings services in-house;
- Procedures for knowledge transfer, documentation handoff, and continuity support during the transition-out period.
- Commitment to cooperate fully with the City and any successor provider.

K. Compliance with New Contract Requirements

- Proposers shall describe how they will achieve full compliance with all requirements of this Solicitation and resulting Agreement upon contract commencement. Incumbent Proposers shall specifically address how they will transition from the current contract requirements to the new requirements of this Solicitation, including any operational, staffing, or resource changes required. At a minimum, the Proposer shall address:
 - Adjustments to meet **dedicated staffing requirements** and **minimum staffing levels**;
 - Compliance with **No Dual Roles** requirements;
 - Implementation of **Help Desk/customer service structure** separate from technical staff;
 - Compliance with updated **plan review and inspection timeframes**;



- Implementation of **vehicle requirements**, including identification and City-related markings/logos;
- Transition to any revised operational model, including a **hybrid structure where the Chief Building Official may be a City employee (if applicable)**;
- Compliance with **liquidated damages provisions** and performance accountability measures;
- Implementation or updates to **website management, customer outreach, and public information tools**;
- Development of **monthly reporting, quarterly customer service surveys**, and performance tracking;
- Ability to adapt to and comply with **future changes in applicable laws, codes, or legislation**;
- Any additional staffing, equipment, or operational changes required to meet the new Agreement requirements.

The City will evaluate the Transition Plan based on the Proposer's ability to demonstrate a clear, logical and comprehensive approach to Transition-In and Transition-Out, realistic timelines, readiness to coordination with all parties, and ability to address work-in-progress permits and revenue considerations, readiness to meet all new contract requirements, and an overall approach that minimizes disruption to Building Department operations and customers.

*Response required

4.3 Please clearly describe all aspects of the project proposed.*

*Response required

4.4 Include details of your approach and work plans.*

*Response required

4.5 How would you organize this project in terms of milestones?*

*Response required

4.6 Identify any issues or concerns of significance that may be appropriate.*

*Response required

4.7 Quality Assurance Program*

Describe the firm's overall Quality Assurance (QA) program for services performed under this agreement, including supervisory oversight and procedures to ensure accuracy in permitting, plan review, inspections, and customer service.

*Response required



4.8 Quality Control Metrics and Standards*

Identify the specific performance standards, benchmarks, or metrics the firm uses to measure service quality (e.g., turnaround times, error rates, re-review frequency, customer service measures).

*Response required

4.9 Error Identification and Correction*

Describe the firm's process for identifying, documenting, and correcting errors or deficiencies in permitting, plan review, inspections, and related documentation.

At a minimum, the response shall include:

- How errors or mistakes are detected and reported (internal reviews, supervisory checks, customer feedback, audits, etc.);
- The frequency with which the firm typically encounters mistakes or errors in similar municipal building department operations (e.g., error rate, common types of errors, or historical averages);
- The corrective action procedures used to resolve such errors; and
- The firm's average or expected timeframe for correction and closure once an error is identified.

*Response required

4.10 Documentation and Recordkeeping Controls*

Explain the firm's techniques for maintaining complete, accurate, and auditable records, including controls for documentation management and data integrity within Tyler EnerGov.

*Response required

4.11 Day-to-Day Operational Model*

Describe how the Building Department will operate on a daily basis under this agreement, including staffing coverage, customer service hours, supervisory structure, and workflow management.

*Response required

4.12 Permitting Intake and Customer Service*

Explain your process for permit application intake, customer assistance, routing of plans, and communication with applicants throughout the permitting lifecycle. In addition, please describe how the firm may use technology to enhance customer service.

*Response required

4.13 Plan Review Procedures*

Describe your plan review process for structural, electrical, mechanical, and plumbing disciplines, including turnaround goals, coordination between reviewers, and handling of re-submittals.

*Response required



4.14 Inspection Operations and Scheduling*

Explain how inspections will be scheduled, conducted, documented, and closed out, including same-day/next-day service expectations, inspector assignments, and field quality oversight.

*Response required

4.15 Use of Tyler EnerGov in Operations*

Describe how your firm will utilize Tyler EnerGov to manage permitting, plan review, inspections, reporting, and workflow tracking. Include how staff will be trained and how system data integrity will be maintained.

*Response required

4.16 Equipment and Resources*

Proposers shall identify all equipment, tools, technology, vehicles, devices, and other resources that the firm will provide in support of the services required under this agreement. *Response required.*

At a minimum, the response shall include:

- A description of the equipment and resources the Proposer will supply (e.g., inspection vehicles, tablets/laptops, scanning equipment, field devices, communication tools, etc.);
- Whether such equipment will be **owned** by the Proposer or **leased/rented** for purposes of this contract;
- Whether the equipment is currently in the Proposer's possession and available for immediate deployment, or whether it will need to be acquired; and
- The anticipated timeline for procurement, delivery, and readiness of any equipment not already available.

*Response required

4.17 On-Site Staffing Commitment*

Proposers shall confirm the number of personnel that will be **physically on-site** at the City of Pembroke Pines Building Department to perform the services required under this agreement.

At a minimum, the response shall include:

- The guaranteed on-site staffing levels by position/title (e.g., Building Official, Trade Chiefs by discipline, Plans Examiners by discipline, Field Inspectors by discipline, Building Department Operations Manager, team supervisors, plan review coordinators, permit technicians, customer service agents, certificate of occupancy (CO) clerk, administrative support, etc.);
- The quantity of personnel proposed for each position;



- The anticipated work schedule and on-site coverage (e.g., full-time, part-time, rotating staff); and
- The Proposer's approach to maintaining these staffing levels throughout the contract term, including coverage for absences, vacancies, and workload surges.

The City reserves the right to consider proposed staffing levels as part of its evaluation of the Proposer's ability to provide continuous, timely, and effective Building Department services.

*Response required

4.18 Staffing Flexibility and Surge Capacity*

Describe your approach to maintaining adequate staffing levels, including backup coverage, peak workload support, and contingency plans for absences, vacancies, or unexpected increases in permit volume.

*Response required

4.19 Coordination with City Departments and External Agencies*

Explain how you will coordinate services with other City departments and outside agencies (e.g., Planning & Zoning, Fire, Engineering, an outside agency, etc.) to ensure timely permit processing and issuance.

*Response required

4.20 Revenue Collection Controls and Financial Accountability*

Describe your procedures to ensure all applicable permit fees are properly assessed, collected from applicants and documented in EnerGov, in accordance with City requirements.

*Response required

4.21 Performance Monitoring and Reporting*

Describe how you will track performance metrics and operational outcomes, including permit turnaround times, inspection response times, backlog management, and monthly reporting to the City.

*Response required

4.22 Customer Complaint Resolution and Escalation*

Explain your process for handling customer complaints, disputes, appeals, and escalations, including the role of City oversight and response timelines.

*Response required

4.23 Continuity of Operations and Emergency Response*

Describe how the Building Department will continue operations during emergencies, system outages, severe weather events, or other disruptions.

*Response required



4.24 Compliance with Florida Building Code and Local Ordinances*

Describe how your firm ensures ongoing compliance with all applicable Florida Building Code requirements, City ordinances, and regulatory standards, including training and supervision of licensed staff.

*Response required

4.25 Contract Transition-Out and Knowledge Transfer*

Describe how you will maintain documentation, workflows, and operational knowledge in a manner that supports a smooth transition at contract conclusion, whether to another vendor or back in-house.

*Response required

4.26 Customer Service Enhancements*

Describe how your firm will enhance customer service delivery beyond the level of service currently provided by the City's Building Department.

At a minimum, the response shall include:

- Specific value-added practices, tools, or service improvements the Proposer would implement to improve the customer experience for applicants, contractors, design professionals, and the public;
- Approaches to improving communication, responsiveness, and transparency throughout the permitting and inspection process;
- Any technology-enabled enhancements (e.g., online scheduling, automated notifications, customer portals, performance dashboards); and
- How the Proposer will measure customer satisfaction and continuously improve service quality during the contract term.

*Response required

4.27 Emergency Operations Costs*

Pursuant to **Section 4.4 "Emergencies"** of the RFP, the Proposer shall identify and describe any additional direct costs that may be incurred during a declared state of emergency that are not included in the Proposed Percentage of Gross Revenue derived from Building Permit Fees for normal operating services.

Such costs shall be limited to direct, reimbursable expenses and shall not include any markup, overhead, or profit. The Proposer shall clearly itemize and describe all potential cost categories. For each identified cost, the Proposer shall:

- Provide a detailed description of the cost;
- Identify the basis for the cost (e.g., hourly rates, unit costs, vendor pricing); and
- Explain the circumstances under which such costs would be incurred.



The Proposer shall also confirm that any emergency-related costs will be billed strictly at direct cost, without markup, in accordance with the requirements of this Agreement.

*Response required

4.28 Staffing Cost Breakdown and Resource Allocation*

In addition to the proposed percentage of gross revenue derived from Building Permit Fees, the Proposer shall submit a detailed staffing cost breakdown to demonstrate the reasonableness and sustainability of its proposed pricing.

The Proposer shall provide a table identifying all positions proposed to perform services under this Agreement. At a minimum, the table shall include the following for each position:

- Position/Title;
- Job description or summary of duties;
- Number of personnel proposed for each position;
- Designation as full-time or part-time;
- Estimated annual hours per position, including regular working hours and paid time off (e.g., vacation, sick leave, holidays);
- Estimated total compensation per position, including wages, benefits, payroll burden, bonuses, and any other forms of compensation; and
- Total estimated annual cost per position and in the aggregate.

The Proposer shall also provide a summary of total staffing costs and describe any assumptions used in developing the staffing model, including workload, service levels, and operational efficiencies.

The staffing cost breakdown is intended to reflect personnel-related costs only and shall not include costs associated with uniforms, vehicles, computer equipment, communication devices, or other tools, materials, or resources required by the Contractor to perform the services under this Agreement.

This information is requested for evaluation purposes only to assess the Proposer's understanding of the scope of services and the feasibility of the proposed pricing structure. Compensation to the Contractor under this Agreement shall be based solely on the approved and negotiated Proposed Percentage of the Gross Revenue derived from Building Permit Fees, and not on the staffing cost breakdown provided.

The City reserves the right to request additional clarification or supporting documentation as needed.

*Response required



4.29 Customer Service Structure, Help Desk, and Escalation Protocol*

Describe the Proposer's approach to customer service, including how applicants, contractors, and residents will be guided to the appropriate staff for assistance throughout the permitting, plan review, and inspection process.

The Proposer shall establish and maintain a dedicated customer service Help Desk function, separate from plan review and inspection staff, to serve as the primary point of contact for general inquiries, application status, submittal assistance, and issue resolution. The Proposer shall describe how this Help Desk will be staffed, managed, and integrated into daily operations.

The Proposer shall also identify the designated points of contact for various service areas (e.g., permit intake, plan review, inspections, code questions, and records requests) and clearly define roles and responsibilities.

The response shall include:

- The structure, staffing levels, and hours of operation of the Help Desk;
- The location of Help Desk staff, including the proportion of staff assigned on-site versus off-site (remote), if applicable;
- Whether customer assistance will be provided via walk-in service, scheduled appointments, virtual meetings, or a combination thereof, and how each will be managed;
- The primary point(s) of contact responsible for resolving customer issues and complaints;
- An escalation protocol for unresolved or complex issues, including timeframes for response and resolution;
- How and when inquiries are routed from the Help Desk to technical staff (e.g., Plans Examiners or Inspectors);
- Measures to ensure that plan review and inspection staff remain focused on technical duties and are not burdened with general customer service inquiries;
- How the Proposer will ensure accountability and follow-through on customer inquiries;
- Methods for communicating contact information and processes to the public (e.g., website, guides, call center, in-person support); and
- Any tools or systems used to track, manage, and report on customer service requests and issue resolution.

*Response required

4.30 Permit Prioritization, Triage, and Equity*

Describe the Proposer's approach to prioritizing permit applications and plan reviews based on urgency, complexity, and public safety considerations. The Proposer shall explain how it will



identify and expedite time-sensitive or critical permits, including but not limited to life/safety projects, emergency repairs, and projects where structures are exposed (e.g., open roofs).

The response shall also describe:

- The objective criteria and standardized processes used to categorize and prioritize permits;
- Procedures for expediting urgent or emergency requests while maintaining overall service levels;
- How prioritization decisions are documented and tracked;
- Measures to ensure fair, consistent, and non-preferential treatment of all applicants, without favoritism or undue influence;
- How prioritization will be coordinated with the City; and
- Measures to ensure compliance with required review timelines across all permit types.

*Response required

4.31 Applicant Notification and Follow-Up Procedures*

Describe the Proposer's approach to notifying applicants of permit status updates, including but not limited to application receipt, incompleteness, plan review comments, approvals, and permit issuance.

The Proposer shall outline the methods and systems that will be used to ensure timely, reliable, and effective communication with applicants, including those who may not regularly monitor electronic communications.

The response shall include:

- The communication methods that will be utilized (e.g., email, phone calls, text messages, online portal notifications, or other means);
- Procedures for follow-up notifications when applicants do not respond to initial communications;
- Timeframes for issuing notifications and follow-up attempts;
- How the Proposer will ensure that critical or time-sensitive information (e.g., permit ready for issuance, deficiencies requiring correction, expiring applications) is effectively communicated;
- Whether applicants will have the ability to select preferred communication methods;
- How communication efforts will be documented and tracked;



- Any tools or technologies used to automate, monitor, and ensure successful delivery of notifications; and
- Procedures for identifying and notifying property owners or residents when they are not listed on the permit application, including how ownership information will be obtained (e.g., property records) and how notifications will be delivered.

The Proposer shall also describe measures to minimize delays caused by missed or overlooked communications and to ensure applicants and property owners remain informed throughout the permitting process.

*Response required

4.32 Re-Review of Inactive Permit Applications*

Describe the Proposer's approach to handling permit applications that have been deemed inactive after one hundred eighty (180) calendar days due to applicant inaction. The Proposer shall address, at a minimum:

- The process for reactivating inactive permit applications, including any required resubmittals, updates, or validation of previously submitted documents;
- How re-reviews will be conducted upon reactivation, including whether prior approvals or review comments will remain valid or require reassessment based on current codes, regulations, or conditions;
- The criteria used to determine when a re-review is required versus when a permit may proceed without additional review;
- The Proposer's recommended approach for assessing re-review fees, including under what circumstances such fees would be charged to the applicant (e.g., extended inactivity, code changes, scope changes, or administrative reactivation);
- Whether re-review fees would be applied as a full review fee, partial fee, or administrative fee, and the basis for such determination; and
- Measures to ensure fairness, consistency, and transparency in the application of re-review requirements and associated fees.

The Proposer shall also describe how such policies will be communicated to applicants and consistently applied across all permit types.

*Response required

4.33 Key Performance Indicators (KPIs) and Performance Reporting*

Describe the Proposer's approach to establishing, tracking, and reporting Key Performance Indicators (KPIs) to measure the effectiveness, efficiency, and quality of services provided under this Agreement.



The Proposer shall identify the specific KPIs it proposes to track and report, which shall include, at a minimum, metrics related to plan review timelines, inspection timeliness, customer service responsiveness, permit processing times, and overall operational performance. The response shall address, at a minimum:

- A list and definition of proposed KPIs, including how each metric is calculated;
- The methodology and systems that will be used to collect, track, and validate performance data (e.g., Tyler EnerGov, CRM tools, dashboards);
- Target performance levels or benchmarks for each KPI;
- The frequency of internal monitoring and evaluation of KPIs;
- The format, frequency, and method of reporting KPIs to the City's Contract Manager (e.g., monthly reports, dashboards, real-time access);
- The format, frequency, and method of communicating performance metrics to the public, as applicable, to promote transparency and accountability;
- Procedures for identifying performance deficiencies and implementing corrective actions; and
- How KPI results will be used to drive continuous improvement in operations and customer service.

The Proposer shall also describe any experience with performance-based contracts and how KPI tracking has been successfully implemented in comparable jurisdictions.

*Response required

4.34 Concern Tracking, Resolution, and Reporting*

Describe the Proposer's approach to receiving, tracking, managing, and resolving concerns related to permitting, plan review, inspections, customer service, and overall Building Department operations.

The Proposer shall describe the systems, processes, and staffing that will be used to ensure concerns are handled in a timely, consistent, and transparent manner. The response shall address, at a minimum:

- Proposed options on how concerns could be received and logged;
- The system or platform that will be used to track concerns (e.g., CRM, Tyler EnerGov integration, ticketing system), including how concerns will be categorized and assigned;
- Procedures for acknowledging, investigating, and resolving concerns, including internal workflows and escalation protocols;
- Target timeframes for initial response and final resolution of concerns;



- How data will be documented, maintained, and made auditable;
- How the Proposer will determine and document the root cause of concerns, including whether issues are attributable to applicant actions, contractor actions, or internal processes;
- How trends will be analyzed and used to improve operations and customer service; and
- The format, frequency, and method of reporting data to the City's Contract Manager and inclusion in required monthly reports, including status, resolution timelines, and outcomes.

The Proposer shall also describe how concern tracking and reporting will be integrated with other customer service functions, including the Help Desk, and how transparency will be maintained for both the City and the public.

*Response required

4.35 Private Provider Coordination and Approach*

Describe the Proposer's experience and approach to working with Private Providers, including how the Proposer will coordinate plan review and inspection activities when Private Providers are utilized.

The response shall address, at a minimum:

- The Proposer's historical experience working with Private Providers in similar jurisdictions;
- Procedures for reviewing, approving, and coordinating with Private Providers in accordance with applicable laws and regulations;
- Identify how many audits they have conducted of private provider applications;
- How the Proposer will ensure compliance, quality control, and consistency of reviews and inspections performed by Private Providers;
- The Proposer's approach to communication and coordination between Private Providers, the City, and applicants;
- The Proposer's perspective on the appropriate use of Private Providers, including whether increased utilization is recommended;
- The advantages and disadvantages of utilizing Private Providers based on the Proposer's experience; and
- Any best practices, lessons learned, or challenges encountered in managing Private Provider programs.

*Response required

5 PREVIOUS EXPERIENCE



In this section, vendors are required to provide a detailed account of their previous experience relevant to the services outlined in this solicitation. The aim is to assess the vendor's capability and track record in delivering similar projects.

5.1 How many government agencies have you provided Turnkey Municipal Building Department Services to include Plan Review and Inspection Services for?*

*Response required

5.2 What similar or related projects have you worked on within the past three years?*

*Response required

5.3 What challenges did you face and how did you overcome them?*

*Response required

5.4 How many of your clients are repeat clients?*

*Response required

5.5 Have you ever been released, terminated, non-renewed, or otherwise ceased providing services for any City, County, or governmental agency prior to the completion of the full contract term (including any renewal periods)?*

☐ Yes

☐ No

*Response required

When equals "Yes"

5.5.1 Early Contract Conclusion / Release Disclosure*

If yes, for each occurrence, Proposers shall provide:

- Name of the governmental agency/client;
- Contract term and dates of service;
- Whether the contract ended due to termination (for convenience or cause), non-renewal, rebid, the agency bringing services in-house, or the Proposer's decision to withdraw; and
- A brief explanation of the circumstances and reasons the contract concluded prior to the anticipated term.

The City reserves the right to verify all disclosures with the referenced agencies.

*Response required

5.6 How much of your revenue is derived from managing projects similar to ours?*

*Response required



- 5.7 How much of your firm's revenue is derived from providing private provider services (e.g., plan review and/or inspection services performed as a private provider under applicable law)?*

Please indicate the percentage of total revenue, identify the jurisdictions in which these services are provided, and briefly describe the nature and scope of such services.

*Response required

- 5.8 Please describe the firm's past performance in providing building department, including responsiveness to residents and contractors, ability to meet plan review and inspection timelines, communication practices, coordination with municipal staff, and overall customer service outcomes.*

*Response required

- 5.9 Tyler EnerGov Experience*

The City of Pembroke Pines currently utilizes **Tyler EnerGov** as its permitting and building department management system. Proposers shall describe their firm's experience working with Tyler EnerGov in the performance of municipal building department services.

At a minimum, the response shall include:

- Identification of all governmental agencies for which the Proposer has utilized Tyler EnerGov;
- The type of services performed while using the system (e.g., permitting intake, plan review, inspections, code compliance, reporting, revenue tracking, etc.);
- The length of time Tyler EnerGov was utilized for each applicable agency, including contract dates or duration of use;
- Whether the Proposer participated in the implementation, configuration, migration, or rollout of Tyler EnerGov for any agency, and the Proposer's role in that process; and
- The Proposer's feedback regarding the system, including any relevant strengths, limitations, best practices, or recommendations based on prior experience.

The City reserves the right to verify the Proposer's system experience through reference checks with the agencies identified.

*Response required

- 5.10 Provide examples of the firm's experience deploying, improving, or modifying Building Permit software systems such as Tyler EnerGov, including locations or jurisdictions where experience occurred. The Proposer shall disclose whether it, its principals or affiliates have any ownership interest in, or receive any compensation from, any software platform identified in its response.*

*Response required



5.11 Plan Review Performance and Timelines*

The Proposer shall provide detailed information regarding its plan review timelines and performance under existing or prior contracts with other jurisdictions.

For each referenced contract, the Proposer shall identify the jurisdiction, describe the permitted plan review turnaround times (in calendar days), and provide actual performance metrics. Supporting documentation, such as reports or other verifiable data demonstrating compliance with stated timelines, shall be included.

At a minimum, the Proposer shall address the following application categories:

- A. **Minor Applications:** Residential re-roofs, air conditioning (AC) change-outs, and residential windows/doors.
- B. **Median Applications:** Signs, driveways/patios, commercial re-roofs, residential and commercial water heaters, and residential solar.
- C. **Major Applications:** New commercial construction, new residential construction, and residential additions.

For each category above, the Proposer shall:

- Identify the typical and maximum allowed plan review timeframes under their contracts;
- Provide actual average and/or median review times achieved; and
- Describe any performance standards, service level agreements (SLAs), or guarantees related to plan review timelines.

*Response required

5.12 Litigation, Claims, and Dispute Disclosure*

Proposers shall provide a summary of any material litigation, arbitration, **mediation, administrative proceeding, or formal claim** involving the Proposer, its parent company, or any subsidiaries within the past **three (3) years**, including:

- A. Any matter involving a **public entity**, regardless of amount; and
- B. Any matter involving a **private entity** in which the amount in controversy exceeds **One Hundred Thousand Dollars (\$100,000.00)**.

For each matter disclosed, the Proposer shall provide:

- The name of the opposing party and jurisdiction;
- The nature of the dispute and a brief description of the case;
- The current status (pending or resolved);
- The outcome or projected outcome, if known; and



- The monetary amounts involved, including any judgments, settlements, or outstanding claims.

The City reserves the right to consider such information in its determination of Proposer responsibility and may deem a Proposer non-responsible if the disclosed history indicates an undue risk to the City's interests.

Failure to disclose required information may result in a determination that the proposal is non-responsive.

*Response required

5.13 Criminal Convictions and Legal Responsibility Disclosure*

Proposers shall disclose any **criminal convictions** of the Proposer, its owners, officers, directors, or key personnel proposed to perform services under this agreement, within the past **five (5) years**, that are related to the services being solicited or that involve:

- Fraud, theft, embezzlement, or other dishonesty;
- Antitrust violations or unfair competition;
- Bribery, corruption, or improper business practices; or
- Any other offense that could reasonably impact the Proposer's integrity or ability to perform the required services.

For each conviction disclosed, the Proposer shall provide:

- The name of the individual or entity convicted;
- The nature of the offense;
- The date of conviction;
- The jurisdiction; and
- A brief explanation of the resolution and any corrective actions taken.

The City reserves the right to consider such information in its determination of Proposer responsibility and may deem a Proposer non-responsible or disqualified where the conviction history indicates an undue risk to the City.

Failure to disclose required information may result in the proposal being deemed non-responsive.

*Response required

6 REFERENCE # 1

The minimum experience for this project is **ten (10) years**. Provide specific examples of similar experience conducting licensed work of equal or similar scope of work, preferably delivered by the proposed team members. A **minimum of 5** references should be from the last **ten years** and should



be capable of explaining and confirming your firm's capacity to successfully complete the scope of work outlined herein. As part of the proposal evaluation process, the City may conduct an investigation of references, including a record check or consumer affairs complaints. Proposers' submission of a proposal constitutes acknowledgment of the process and consent to investigate. The City is the sole judge in determining Proposers qualifications. In this section you will have the ability to enter information for 5 different references including their contact details and specific project information.

Please note that the City prefers references who are not current employees of the City of Pembroke Pines, as we generally do not contact our own employees for reference checks.

Proposers are advised to confirm that:

- A. Each reference provided by the Respondent has up to date contact persons and contact information;
- B. The contact person provided for each reference is someone who has personal knowledge of the Proposer's performance during the referenced project; and
- C. The contact person for each reference has been contacted by the Proposer regarding this specific bid submittal and such person confirmed their willingness to serve as a reference.

6.1 Reference Contact Information - Name of Firm, City, County or Agency*

*Response required

6.2 Reference Contact Information - Reference's Business Address*

*Response required

6.3 Reference Contact Information - Reference's Contact Name & Title*

*Response required

6.4 Reference Contact Information - Reference's E-mail Address*

*Response required

6.5 Reference Contact Information - Reference's Phone Number*

*Response required

6.6 Project Information - Was your firm the prime contractor for the listed project?*

☐ Yes

☐ No

*Response required

6.7 Project Information - Name of Contactor Performing the Work*

*Response required

6.8 Project Information - Name and location of the project*

*Response required



6.9 Project Information - Nature of the firm's responsibility on the project and work for which staff was responsible for*

*Response required

6.10 Project Information - Project Duration*

*Response required

6.11 Project Information - Completion (Anticipated) Date*

*Response required

6.12 Project Information - Size of Project*

*Response required

6.13 Project Information - Cost of Project*

*Response required

7 REFERENCE # 2

7.1 Reference Contact Information - Name of Firm, City, County or Agency*

*Response required

7.2 Reference Contact Information - Reference's Business Address*

*Response required

7.3 Reference Contact Information - Reference's Contact Name & Title*

*Response required

7.4 Reference Contact Information - Reference's E-mail Address*

*Response required

7.5 Reference Contact Information - Reference's Phone Number*

*Response required

7.6 Project Information - Was your firm the prime contractor for the listed project?*

☐ Yes

☐ No

*Response required

7.7 Project Information - Name of Contactor Performing the Work*

*Response required

7.8 Project Information - Name and location of the project*

*Response required

7.9 Project Information - Nature of the firm's responsibility on the project and work for which staff was responsible for*

*Response required

7.10 Project Information - Project Duration*

*Response required



7.11 Project Information - Completion (Anticipated) Date*

*Response required

7.12 Project Information - Size of Project*

*Response required

7.13 Project Information - Cost of Project*

*Response required

8 REFERENCE # 3

8.1 Reference Contact Information - Name of Firm, City, County or Agency*

*Response required

8.2 Reference Contact Information - Reference's Business Address*

*Response required

8.3 Reference Contact Information - Reference's Contact Name & Title*

*Response required

8.4 Reference Contact Information - Reference's E-mail Address*

*Response required

8.5 Reference Contact Information - Reference's Phone Number*

*Response required

8.6 Project Information - Was your firm the prime contractor for the listed project?*

☐ Yes

☐ No

*Response required

8.7 Project Information - Name of Contactor Performing the Work*

*Response required

8.8 Project Information - Name and location of the project*

*Response required

8.9 Project Information - Nature of the firm's responsibility on the project and work for which staff was responsible for*

*Response required

8.10 Project Information - Project Duration*

*Response required

8.11 Project Information - Completion (Anticipated) Date*

*Response required

8.12 Project Information - Size of Project*

*Response required



8.13 Project Information - Cost of Project*

*Response required

9 REFERENCE # 4

9.1 Reference Contact Information - Name of Firm, City, County or Agency*

*Response required

9.2 Reference Contact Information - Reference's Business Address*

*Response required

9.3 Reference Contact Information - Reference's Contact Name & Title*

*Response required

9.4 Reference Contact Information - Reference's E-mail Address*

*Response required

9.5 Reference Contact Information - Reference's Phone Number*

*Response required

9.6 Project Information - Was your firm the prime contractor for the listed project?*

☐ Yes

☐ No

*Response required

9.7 Project Information - Name of Contactor Performing the Work*

*Response required

9.8 Project Information - Name and location of the project*

*Response required

9.9 Project Information - Nature of the firm's responsibility on the project and work for which staff was responsible for*

*Response required

9.10 Project Information - Project Duration*

*Response required

9.11 Project Information - Completion (Anticipated) Date*

*Response required

9.12 Project Information - Size of Project*

*Response required

9.13 Project Information - Cost of Project*

*Response required

10 REFERENCE # 5

10.1 Reference Contact Information - Name of Firm, City, County or Agency*

*Response required



10.2 Reference Contact Information - Reference's Business Address*

*Response required

10.3 Reference Contact Information - Reference's Contact Name & Title*

*Response required

10.4 Reference Contact Information - Reference's E-mail Address*

*Response required

10.5 Reference Contact Information - Reference's Phone Number*

*Response required

10.6 Project Information - Was your firm the prime contractor for the listed project?*

☐ Yes

☐ No

*Response required

10.7 Project Information - Name of Contactor Performing the Work*

*Response required

10.8 Project Information - Name and location of the project*

*Response required

10.9 Project Information - Nature of the firm's responsibility on the project and work for which staff was responsible for*

*Response required

10.10 Project Information - Project Duration*

*Response required

10.11 Project Information - Completion (Anticipated) Date*

*Response required

10.12 Project Information - Size of Project*

*Response required

10.13 Project Information - Cost of Project*

*Response required

11 FINANCIAL STABILITY

11.1 Financial Work Sheet*

Proposers shall complete and submit the **Financial Work Sheet** included as part of this solicitation. The purpose of the Financial Work Sheet is to allow the City to evaluate the **financial capacity and stability of the Proposer** to perform the services required under this solicitation.

The Financial Work Sheet is **not a request for submission of financial statements**; however, all financial data and ratios provided in the worksheet **must be derived from the Proposer's most recent financial statements audited by an independent accounting professional ("IAP")**, such as a Certified Public Accountant (CPA) or other qualified external accounting professional.



The Financial Work Sheet shall be completed in its entirety and shall include, at a minimum:

- Proposer identification information;
- Identification and certification information for the independent accounting professional who audited the financial statements;
- Financial statement period information;
- Income data for the most recent three (3) fiscal years; and
- Required financial ratios for the most recent audited fiscal year, as specified in the worksheet.

The worksheet shall be **certified and signed by the independent accounting professional** attesting that the information provided is true and accurate. **Incomplete worksheets, unanswered questions, responses marked “not applicable,” or unqualified responses may be deemed non-responsive.**

The City reserves the right, at its sole discretion, to request and review the Proposer’s financial statements if such review is determined to be in the City’s best interest. Submission of false or materially inaccurate information may result in **disqualification from this solicitation.**

Please download the below documents, complete, and upload.

- [Financial Work Sheet.pdf](#)

*Response required

11.2 Financial Stability Certification*

Proposers shall submit a signed certification, executed by an officer authorized to bind the firm, affirming that the Proposer is financially solvent, has the financial capacity to perform the services required under this solicitation, and is not presently subject to bankruptcy, receivership, or insolvency proceedings. If the Proposer has been subject to such proceedings within the past five (5) years, the Proposer shall provide a brief explanation.

*Response required

12 PROJECT DOCUMENTS

12.1 PROPOSERS BACKGROUND INFORMATION FORM*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Proposers Background Inform...](#)

*Response required

13 SWORN STATEMENT ON PUBLIC ENTITY CRIMES UNDER FLORIDA STATUTES CHAPTER 287.133(3)(a)



13.1 SWORN STATEMENT ON PUBLIC ENTITY CRIMES FORM*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Sworn Statement on Public E...](#)

*Response required

13.2 Public Entity Crimes Status*

- Which option did you select on the Sworn Statement on Public Entity Crimes Form:
 - A) Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.
 - B1) The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)
 - B2) The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)
 - B3) The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)



- ☐ A) No convictions.
- ☐ B1) Convicted, final order did not place on the convicted vendor list.
- ☐ B2) Convicted, listed, then removed.
- ☐ B3) Convicted, not listed, action pending.

*Response required

13.3 Did you select option B1 or B2 above?*

- ☐ Yes
- ☐ No

*Response required

When equals "Yes"

13.3.1 Please upload a copy of the final order issued by the hearing officer of the State of Florida, Division of Administrative Hearings.*

*Response required

13.4 Did you select option B3 above?*

- ☐ Yes
- ☐ No

*Response required

When equals "Yes"

13.4.1 Please describe any action taken by or pending with the Department of General Services.*

*Response required

14 DRUG-FREE WORKPLACE CERTIFICATION

14.1 VENDOR DRUG FREE WORKPLACE CERTIFICATION*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Vendor Drug-Free Workplace ...](#)

*Response required

14.2 Drug-Free Status*

- ☐ Complies fully.
- ☐ Does not comply.

*Response required

15 STANDARD DOCUMENTS

The following documents are standard documents that the City generally requires for every solicitation. As a result, we recommend vendors to keep these documents updated and readily available so that they can be easily uploaded for each project that the vendor would like to



participate in. In the event that the City does not have one of the forms or documents listed below for your company, the City may reach out to your company after the bid has closed to obtain the document(s).

15.1 NON-COLLUSIVE AFFIDAVIT*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Non-Collusive_Affidavit.pdf](#)

*Response required

15.2 SCRUTINIZED COMPANY CERTIFICATION*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Scrutinized_Company_Certifi...](#)

*Response required

15.3 E-VERIFY SYSTEM CERTIFICATION*

- a. Please download the attached document, complete all required fields, and upload the completed form here.
- b. Effective January 1, 2021, pursuant to Section 448.095, Florida Statutes, the City may not enter into a contract with a vendor/contractor/subcontractor unless that vendor/contractor/subcontractor is registered with and uses the E-Verify system administered by the U.S. Department of Homeland Security ("DHS").
- c. Contractor shall also require all subcontractors to provide an affidavit attesting that the subcontractor does not employ, contract with, or subcontract with, an unauthorized alien. The Contractor shall maintain a copy of such affidavit for the duration of the contract.

- [E-Verify_System_Certificati...](#)

*Response required

15.4 HUMAN TRAFFICKING AFFIDAVIT*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Human_Trafficking_Affidavit...](#)

*Response required



15.5 ANTI DEI CERTIFICATION*

- a. Please download the attached document, complete all required fields, and upload the completed form here.
 - b. Please note the requirements outlined in Section 287.139, Florida Statutes, applies to contracts executed or renewed after January 1, 2027.
- [Anti_DEI_Certification.pdf](#)
 - *Response required

16 VENDOR REGISTRATION

16.1 Do you currently have a City of Pembroke Pines Vendor Number registered in the PaymentWorks System?*

- The City of Pembroke Pines utilizes OpenGov as its e-Procurement platform for solicitation and bid submission purposes. However, please be advised that **vendor registration for onboarding and processing payments is handled separately** through the City's Accounts Payable Division using **PaymentWorks**, a secure online vendor management platform.
- All vendors that will be submitting invoices and requiring payments from the City are required to register on the PaymentWorks platform. If the vendor is not currently registered with the City via PaymentWorks and does not have a Vendor Number, the City will have to invite the vendor to register.
- For formal solicitations such as this project, the Procurement Department will send PaymentWorks registration invitations to vendor(s) who are under active consideration for award. Please be aware that not all vendors who submit proposals will receive an invitation, in order to manage system usage and avoid onboarding vendors who are unlikely to receive payments from the City.
- Invitations will typically be sent to the contact listed on the submitted Vendor Information Form.

☐ Yes

☐ No

*Response required

When equals "Yes"

16.1.1 What is your Vendor Number?*

*Response required



16.2 VENDOR INFORMATION FORM*

- a. Please download the attached document, complete all required fields, and upload the completed form here.

- [Vendor Information Form.pdf](#)

*Response required

16.3 FORM W-9 (REVISED MARCH 2024)*

- a. Please download the attached document, complete all required fields, and upload the completed form here.
- b. Note - Please use the March 2024 version of the form as previously dated versions of this form may delay the processing of any payments to the selected vendor.

- [Form W-9 \(Rev March 2024\).pdf](#)

*Response required

17 OPTIONAL DOCUMENTATION

17.1 TRADE SECRETS

- a. The Proposer's response to this solicitation is a public record pursuant to Florida law, which is subject to disclosure by the City under the State of Florida Public Records Law, Florida Statutes Chapter 119.07 ("Public Records Law"). The City shall permit public access to all documents, papers, letters or other material submitted in connection with this solicitation and the Contract to be executed for this solicitation, subject to the provisions of Chapter 119.07 of the Florida Statutes.
- b. Any language contained in the Proposer's response to the solicitation purporting to require confidentiality of any portion of the Proposer's response to the solicitation, except to the extent that certain information is in the City's opinion a Trade Secret pursuant to Florida law, shall be void. If a Proposer submits any documents or other information to the City which the Proposer claims is Trade Secret information and exempt from Florida Statutes Chapter 119.07 ("Public Records Laws"), the Proposer shall clearly designate that it is a Trade Secret and that it is asserting that the document or information is exempt. The Proposer must specifically identify the exemption being claimed under Florida Statutes 119.07. The City shall be the final arbiter of whether any information contained in the Proposer's response to the solicitation constitutes a Trade Secret.
- c. EXCEPT FOR CLEARLY MARKED PORTIONS THAT ARE BONA FIDE TRADE SECRETS PURSUANT TO FLORIDA LAW, DO NOT MARK YOUR RESPONSE TO THE SOLICITATION AS PROPRIETARY OR CONFIDENTIAL. DO NOT MARK YOUR RESPONSE TO THE SOLICITATION



OR ANY PART THEREOF AS COPYRIGHTED. ALL DOCUMENTS THAT THE FIRM PURPORTS TO BE CONFIDENTIAL, PROPRIETARY OR A TRADE SECRET SHALL BE UPLOADED TO THE OPENGOV WEBSITE AS A SEPARATE ATTACHMENT, IN THIS SECTION, CLEARLY IDENTIFYING THE EXEMPTION BEING CLAIMED UNDER FLORIDA STATUTES 119.07.

- d. The city's determination of whether an exemption applies shall be final, and the proposer agrees to defend, indemnify, and hold harmless the city and the city's officers, employees, and agent, against any loss or damages incurred by any person or entity as a result of the city's treatment of records as public records.

17.2 FINANCIAL STATEMENTS

- a. The City is **NOT** requesting the vendor to submit any financial statements for this project and prefers if the vendor does not submit financial statements. In addition, if the City needs a copy of the vendor's financial statements, the City can contact the vendor after the bid due date to request those documents. However, if the vendor does submit the financial statements, they should be uploaded in this section.
- b. Any claim of confidentiality on financial statements must be asserted at the time of submittal. The firm must identify the specific statute that authorizes the exemption from the Public Records Law. Please note that the financial statement exemption provided for in Section 119.071(1)c, Florida Statutes only applies to submittals in response to a solicitation for a "public works" project.

17.3 ADDITIONAL INFORMATION

- a. Please provide any additional information that you deem necessary to complete your proposal in this section, if it has not been requested in another section.

17.4 PROFESSIONAL LICENSES

- a. If applicable, please upload any professional licenses that may be required to perform the services outlined in the solicitation.

18 VENDOR CLASSIFICATION

- 18.1 Is your firm a Local Pembroke Pines Vendor (LPPV) and Local Broward County Vendor (LBCV)?*
 - a. The evaluation of competitive bids is subject to section 35.36 of the City's Procurement Procedures which, except where contrary to federal and state law, or any other funding source requirements, provides that preference be given to local businesses. To satisfy this requirement, the vendor shall affirm in writing its compliance with either of the following objective criteria as of the bid or proposal submission date stated in the solicitation. A local business shall be defined as:



1. **"Local Pembroke Pines Vendor"** shall mean a business entity which has maintained a permanent place of business with full-time employees within the City limits for a minimum of one (1) year prior to the date of issuance of a bid or proposal solicitation. The permanent place of business may not be a post office box. The business location must actually distribute goods or services from that location. In addition, the business must have a current business tax receipt from the City of Pembroke Pines, **OR**;
 2. **"Local Broward County Vendor"** shall mean or business entity which has maintained a permanent place of business with full-time employees within the Broward County limits for a minimum of one (1) year prior to the date of issuance of a bid or proposal solicitation. The permanent place of business may not be a post office box. The business location must actually distribute goods or services from that location. In addition, the business must have a current business tax receipt from the Broward County or the city within Broward County where the business resides.
- b. A preference of five percent (5%) of the total evaluation point, or five percent (5%) of the total price, shall be given to the Local Pembroke Pines Vendor(s); A preference of two and a half percent (2.5%) of the total evaluation point for local, or two and a half percent (2.5%) of the total price, shall be given to the Local Broward County Vendor(s).

☐ Yes

☐ No

*Response required

When equals "Yes"

18.1.1 Please indicate your Local Vendor Status*

☐ Local Pembroke Pines Vendor (LPPV)

☐ Local Broward County Vendor (LBCV)

*Response required

When equals "Yes"

18.1.2 Local Vendor Preference Certification*

1. Please download the attached document, complete all required fields, and upload the completed form here.

- [Local Vendor Preference Cer...](#)

*Response required



When equals "Yes"

18.1.3 Local Business Tax Receipts*

1. If claiming Local Vendor Preference, please upload any previous business tax receipts to indicate that the business entity has maintained a permanent place of business for a minimum of one (1) year.

*Response required

18.2 Is your firm a Veteran Owned Small Business (VOSB)?*

- a. The evaluation of competitive bids is subject to section 35.37 of the City's Procurement Procedures which, except where contrary to federal and state law, or any other funding source requirements, provides that preference be given to veteran owned small businesses. To satisfy this requirement, the vendor shall affirm in writing its compliance with the following objective criteria as of the bid or proposal submission date stated in the solicitation.
- b. A preference of two and a half percent (2.5%) of the total evaluation point, or two and a half percent (2.5%) of the total price, shall be given to the Veteran Owned Small Business (VOSB).

☐ Yes

☐ No

*Response required

When equals "Yes"

18.2.1 Upload the "Determination Letter" from the United States Department of Veteran Affairs Center notifying the business that they have been approved as a Veteran Owned Small Business (VOSB)

When equals "Yes"

18.2.2 Upload Veteran Owned Small Business Certification(s) from any relevant agency(ies)

18.3 Is your firm a Minority-Owned Business Enterprise (MBE)?*

☐ Yes

☐ No

*Response required

When equals "Yes"

18.3.1 Please indicate the classification of your Minority-Owned Business Enterprise (MBE)*

Select all that apply

☐ African-American MBE

☐ Asian-American MBE



- ☐ Hispanic-American MBE
- ☐ Native-American MBE
- ☐ Other option not listed above

*Response required

When equals "Yes"

18.3.2 MBE Certification Documentation*

1. Upload your MBE Certification Documentation here, preferably with the State of Florida's Office of Supplier Diversity. If you have multiple MBE certifications, please combine them into one (1) document and upload.

*Response required

18.4 Is your firm a Woman-Owned Business Enterprise (WBE)?*

- ☐ Yes
- ☐ No

*Response required

When equals "Yes"

18.4.1 WMBE Certification Documentation*

1. Upload your WMBE Certification Documentation here, preferably with the State of Florida's Office of Supplier Diversity. If you have multiple WMBE certifications, please combine them into one (1) document and upload.

*Response required

18.5 Is your firm a HubZone Business / Labor Surplus Area Firm?*

- ☐ Yes
- ☐ No

*Response required

When equals "Yes"

18.5.1 HubZone Business / Labor Surplus Area Firm Certification Documentation*

1. Upload your HubZone Business / Labor Surplus Area Firm Certification Documentation, preferably with the U.S. Small Business Administration (SBA). If you have multiple certifications, please combine them into one (1) document and upload.

*Response required

18.6 Is your firm a Broward County Small Business Enterprise (SBE)?*

- ☐ Yes
- ☐ No



*Response required

When equals "Yes"

18.6.1 SBE Certification Documentation*

1. Upload your SBE Certification Documentation from Broward County's Office of Economic and Small Business Development (OESBD). If you have multiple certifications, please combine them into one (1) document and upload.

*Response required

18.7 Is your firm a Broward County Business Enterprise (CBE)?*

☐ Yes

☐ No

*Response required

When equals "Yes"

18.7.1 CBE Certification Documentation*

1. Upload your CBE Certification Documentation from Broward County's Office of Economic and Small Business Development (OESBD). If you have multiple certifications, please combine them into one (1) document and upload.

*Response required

18.8 Is your firm a Broward County Disadvantaged Business Enterprise (DBE)?*

☐ Yes

☐ No

*Response required

When equals "Yes"

18.8.1 DBE Certification Documentation*

1. Upload your DBE Certification Documentation from Broward County's Office of Economic and Small Business Development (OESBD). If you have multiple certifications, please combine them into one (1) document and upload.

*Response required

18.9 Does your firm have a Vendor Classification that was not listed above?*

☐ Yes

☐ No

*Response required

When equals "Yes"



18.9.1 Other Vendor Classification Certification Documentation*

1. Upload your other Certification Documentation here. If you have multiple certifications, please combine them into one (1) document and upload.

*Response required



SECTION 7 - EVALUATION & SELECTION PROCESS

- A. Staff will evaluate all responsive proposals received from proposers who meet or exceed the bid requirements contained in the solicitation. Evaluations shall be based upon the information and references contained in the proposals as submitted. As such, the Proposal should be as comprehensive as possible; clearly describing the details of services that the Proposer intends to provide.
- B. The City will convene an Evaluation Committee and brief its members on the scope of the project and the services required. The Evaluation Committee will evaluate submittals based on the criteria outlined in this solicitation.
- C. The Evaluation Committee shall schedule a meeting for the firms to make presentations and answer questions for clarification as part of its evaluation. As part of this process, the firms shall have officials of the appropriate management level present and representing the firm. The project manager should be available. The firm shall be prepared to present an overall briefing regarding the manner in which the contractual obligations will be accomplished.
- D. The Evaluation Committee will make a recommendation to the City Commission for award of contract. The contract shall be awarded to the most responsive/responsible proposer whose proposal is determined to be the most advantageous to the City taking into consideration the evaluation criteria. If an agreement cannot be reached with the highest ranked firm, the City shall have the option to start negotiating with the next highest ranked firm(s).

No.	Evaluation Criteria	Scoring Method	Weight (Points)
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1.	Project Cost The Evaluation Committee will utilize the Proposed Percent of Building Permit Revenues that the Contractor will retain when calculating the weighted score of each vendor. The Lowest Proposal will be divided by Proposer “X” Proposal times the Maximum Available Points for the Pricing Criteria = Proposer “X” Score. <i>Example: If the Maximum Points Available for the "Project Cost" criteria is 20 points, the scores would be calculated as follows, based on the sample data for the three firms listed below:</i> <table><tr><th>Firm</th><th>Proposal</th><th>Calculation</th><th>Points</th></tr><tr><td>A</td><td>75%</td><td>75% / 75% x 20</td><td>20.00</td></tr><tr><td>B</td><td>80%</td><td>75% / 80% x 20</td><td>18.75</td></tr><tr><td>C</td><td>95%</td><td>75% / 95% x 20</td><td>15.79</td></tr></table> <i>Note - Firm "A" had the lowest overall proposal of 75% (of Building Permit Revenues that the Contractor will retain) when compared to all of the firms.</i>	Firm	Proposal	Calculation	Points	A	75%	75% / 75% x 20	20.00	B	80%	75% / 80% x 20	18.75	C	95%	75% / 95% x 20	15.79	Reward Low Cost	20 (20% of Total)
Firm	Proposal	Calculation	Points																
A	75%	75% / 75% x 20	20.00																
B	80%	75% / 80% x 20	18.75																
C	95%	75% / 95% x 20	15.79																
2.	Experience and Capabilities The Evaluation Committee will utilize the following scale for scoring the "Quality Level" for the weighted criteria: <table><tr><th>Quality Level:</th><th>Deficient</th><th>Poor</th><th>Fair</th><th>Good</th><th>Very Good</th><th>Excellent</th></tr><tr><td>Quality Score:</td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent	Quality Score:	0	1	2	3	4	5	0-5 Points	25 (25% of Total)		
Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent													
Quality Score:	0	1	2	3	4	5													
3.	Firm’s Understanding and Approach to the Work The Evaluation Committee will utilize the following scale for scoring the "Quality Level" for the weighted criteria: <table><tr><th>Quality Level:</th><th>Deficient</th><th>Poor</th><th>Fair</th><th>Good</th><th>Very Good</th><th>Excellent</th></tr><tr><td>Quality Score:</td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent	Quality Score:	0	1	2	3	4	5	0-5 Points	20 (20% of Total)		
Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent													
Quality Score:	0	1	2	3	4	5													



4.	Previous Experience & References The Evaluation Committee will utilize the following scale for scoring the "Quality Level" for the weighted criteria: <table><tr><td>Quality Level:</td><td>Deficient</td><td>Poor</td><td>Fair</td><td>Good</td><td>Very Good</td><td>Excellent</td></tr><tr><td>Quality Score:</td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent	Quality Score:	0	1	2	3	4	5	0-5 Points	20 (20% of Total)
Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent											
Quality Score:	0	1	2	3	4	5											
5.	Financial Stability The Evaluation Committee will utilize the following scale for scoring the "Quality Level" for the weighted criteria: <table><tr><td>Quality Level:</td><td>Deficient</td><td>Poor</td><td>Fair</td><td>Good</td><td>Very Good</td><td>Excellent</td></tr><tr><td>Quality Score:</td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr></table>	Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent	Quality Score:	0	1	2	3	4	5	0-5 Points	10 (10% of Total)
Quality Level:	Deficient	Poor	Fair	Good	Very Good	Excellent											
Quality Score:	0	1	2	3	4	5											
6.	Local Vendor Preference/Veteran Owned Small Business Preference* Please note that the Local Vendor Preference is used to evaluate the submittals received from proposers and are assigned point totals, a preference of five (5) points of the total evaluation point shall be given to the Local Pembroke Pines Vendor(s); a preference of two and a half (2.5) points of the total evaluation point shall be given to the Local Broward County Vendor(s), all other vendors shall receive zero (0) points. Vendors must submit the attached Local Vendor Preference Certification Form in order to qualify for these evaluation points. Veteran Owned Small Business (VOSB) is also used to evaluate the submittals received from proposers and are assigned point totals, a preference of two and a half (2.5) points of the total evaluation point shall be given to the Veteran Owned Small Businesses. Vendors must submit the attached Veteran Owned Small Business Preference Certification Form in order to qualify for these evaluation points. Please note that if a business qualifies for both Local Vendor Preference and Veteran-Owned Small Business Preference, only the higher point value will be awarded. Combined points for both preferences will not be granted. All other vendors shall receive zero (0) points.	Points Based	5 (5% of Total)														