REQUEST FOR STATEMENTS OF QUALIFICATIONS (RFSQ) No. 21-085

DATE:	**November 25, 2021**
Project Title:	DEVELOPMENT APPROVALS PROCESS REVIEW

The Regional District of Nanaimo invites qualified and experienced firms to submit Statements of Qualifications to lead a review of the RDN's development approvals review processes and systems, and to make recommendations on the implementation of service efficiencies that result in measurable customer service improvements, within the Planning, Building, Bylaw, Engineering, and Parks divisions.

A.   Intent

This Request for Statements of Qualifications (RFSQ) is issued to determine the most qualified and experienced service provider that can meet the Regional District of Nanaimo's requirements, expectations, and timeline.

The Regional District of Nanaimo will review submissions received in response to this RFSQ and enter discussions with the top-ranked Respondent to negotiate the terms, scope, timeline, and cost based on the actual scope of work required (the Work). Should these negotiations fail to result in a contract for the Work, the Regional District of Nanaimo may then elect to negotiate with the next highest ranked service provider and so on until an agreement is reached or the process cancelled.

In any event, the Regional District of Nanaimo shall not be bound to enter a contract with any Respondent to this RFSQ and, at its sole discretion, may elect to collapse this process.

B.   Background

In 2019, the Ministry of Municipal Affairs initiated the Development Approvals Process Review (DAPR) by engaging local governments to discuss the current development approvals process, identify opportunities for addressing challenges, and to develop ideas on how to improve overall efficiency and effectiveness. The development approvals process refers to all operational steps and decision making in relation to a local government's consideration of approving development, from the pre-application phase to the issuance of the building permit.

The intent of the Local Government Development Approvals Program (LGDAP) is to support the implementation of established best practices and innovative approaches to improve development approvals processes, while meeting local government planning and policy objectives.

From 2009, The RDN has been continuously improving the processes and systems for development approvals. Most recently, new modules were implemented to streamline building permit processes online. With internal resources, additional functionalities and opportunities for improvement were planned to be reviewed and assessed in 2021 prior to an investment in a new or updated platform.

With funding from a LGDAP grant, the RDN will continue making progress with its development approvals systems and processes that result in measurable customer service improvements on a broader scale spanning the Building, Bylaw, and Planning divisions. The scope for the RDN LGDAP application is broken into the following phases:

1. An internal review of the current development approvals processes, to identify opportunities for greater efficiency and effectiveness.
2. An assessment of digital development application management platforms to support future implementation to determine best fit and value.
3. The purchase and implementation of a new or upgraded digital development application processing platform or software.
4. Comprehensive training of staff on the new or upgraded digital development application processing platform or software and on process changes that are required to effectively adopt the new digital land management platform, including change management.

The primary objective of the project is to utilize a digital development application processing platform to achieve greater efficiency and streamline the development approvals processes at the RDN. The expected outcome of the Development Applications Process Review project is a system or platform that accommodates fast track and priority processing of development applications with a new customer portal and a reporting system that includes spatial mapping features with application details and status. Staff training on the improved development application processing will achieve more effective and efficient use of the land management software or platform.

C.   Contemplated Scope of Work and Timeline

This part of the project includes phases 1 and 2 outlined above. We are seeking a qualified consulting firm to perform a comprehensive document review of processes, procedures and policies related to the approval of development applications for permits and bylaw amendments including internal and external referrals. The review will include but is not limited to:

1. SWOT Analysis of the processes and practices for development application approvals.
2. Review best practices of other local governments that could improve efficiencies and effectiveness when processing development applications.
3. Identify how digital development application management software can be utilised to a greater extent in the RDN development approvals processes including monitoring and reporting.
4. Identify the features/components of a development approvals system for processing and reporting.
5. Cost analysis of recommended changes/improvements including long-term operational costs.

Implementation of the recommendations from the review will have the following results:

- development application processing timelines are reduced;
- Applications can be submitted electronically;
- The functionality of the software is user friendly and easy to use;
- All RDN departments are using the same development application processing platform;
- The digital platform is useful for all RDN department needs and practices;
- Records management is simplified and improved;
- administrative practices are improved and simplified; and,
- reporting to elected officials and the public is simple and efficient.

Deliverables

- Report on results of the SWOT analysis
- Reoort on results of review of BC local governments
- Report with recommendations on updating or replacing digital development application processing platform with related improvements to processing, procedures and policies
- Comprehensive cost analysis of recommendations
- Recommendations on options for long-term operational costs

Proposed Timeline:

- Initiate January 2022
- Complete report with results of review(s) end of March 2022
- Draft report on recommendations and cost analysis ready end of May 2022
- Final report on recommendations and cost analysis ready end of July 2022

Budget Available: $135,000 & GST

D. Statement of Qualifications and Evaluation

The statement of qualifications should be no longer than six (6) single sided pages in length (not including cover page, cover letter and appendices). Please include the following:

- Qualifications and areas of expertise of the Firm and nominated Project Manager. Please include CV/Resume of the Project Manager and explain how this individual will provide value for the RDN. Describe your Firm's approach to work.

- Experience of Firm and nominated Project Manager in previous relevant work. Provide short descriptions of similar projects and assignments completed by both the Firm and nominated Project Manager.

- A statement of your firm's general approach and methodology that would be employed for a project like this.

- A statement of your firm's ability to complete the work within the timeframe described.

Statements of Qualifications (the "SOQ") will be evaluated by the Regional District of Nanaimo based on the above. Any or all SOQs will not necessarily be accepted.

E. Submission Date & Time

Statements of Qualifications should be received on or before 3:00:00 p.m. local time on the 23rd day of December, 2021. The RDN reserves the right to accept late submissions.

F. Questions and Submissions

Questions and submissions should be directed to:

Paul Thompson
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