



Boone County Indiana Area Plan Commission Request for Proposals (RFP) for Permitting Software

Issue Date

May 13, 2026

Issued By

Boone County Indiana
Area Plan Commission
116 W Washington St., Rm 101
Lebanon, IN 46052

Inquiries

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Proposal Submission Deadline

3:00 PM ET on June 3, 2026

1. Purpose

The Boone County Indiana Area Plan Commission (APC) is seeking proposals from qualified vendors to provide a comprehensive, integrated tracking software for permits and applications. The vendor will assist the APC with configuring, migrating, installing, implementing, and training services through the process. The new software should facilitate permit processing, manage review workflows, document permit records, track inspections, and offer reporting. The processes included in this scope are building permitting, zoning permitting, board and commission application processing, and code enforcement tracking. The intent is that the new software will result in efficient, user-friendly, and accurate tracking of applications and permits that enhances the public experience while also increasing staff productivity.

2. Background

The Area Plan Commission (APC) currently administers permit and application processing through a combination of a Microsoft Access database and paper-based workflows. Applicants are required to submit materials either as physical paper forms or via fillable PDF documents completed electronically and submitted in hard copy or by email.

All applications are reviewed by APC staff in hard copy format. Permit approvals are issued as physical documents, and official records are maintained in paper files and/or static digital formats. At present, the APC does not maintain an integrated online application or permitting system.

The APC currently accepts payment for permits and applications exclusively through check or exact cash. No electronic or online payment options are available. This limitation creates inefficiencies in processing, restricts applicant convenience, and increases administrative handling requirements.

3. Community Profile

Long recognized for its productive farmland, natural resources, and rural character, Boone County has also emerged as one of Indiana's fastest-growing areas over the past two decades. Proximity to the Indianapolis metropolitan region, expanding employment centers, and access to major transportation corridors have accelerated growth pressures that are reshaping communities, landscapes, and infrastructure across the County.

This pace of change shows no signs of slowing. Ongoing and potential development within the LEAP (Limitless Exploration/Advanced Pace) Innovation District, continued growth in Whitestown, Zionsville, and Lebanon, and recent infrastructure investments in Thorntown, Jamestown, and Advance signal that Boone County is entering a new phase of development.

4. Project Scope

This section outlines the minimum components or functions necessary to enable the APC to acquire the most appropriate solution. The capabilities of the software need to replace the functionality of the APC's existing system while offering new features that improve the user interface, coordination, integration, and efficiency of the permitting process. The APC encourages and welcomes highlighting additional features that the vendor believes will add value toward improving the permitting process for external and internal customers.

The software should include the following functions and/or features:

A. Vendor Services

- i. Vendor will manage overall project timing, deadlines, and milestones based on APC direction.
- ii. Vendor will assist with the potential phased go live of department modules based on ongoing APC efforts.
- iii. Vendor will assist with initial account setup and configuration.
- iv. Vendor will assist with creating templates for application types, workflows, documents, and other necessary information.
- v. Vendor will assist with integrating APC systems and data, as applicable.
- vi. Vendor will provide training for support staff, end users, and administrators. The APC anticipates both virtual and in-person training opportunities.
- vii. Vendor will provide ongoing maintenance and support services following system go live.

B. General Features

- i. Ability to provide real time data on active permits, workflow steps, comments, and permit information.
- ii. Ability to add users administratively with no or minimal additional cost.
- iii. Ability to customize system features, both during configuration and after go-live with no or minimal additional cost.
- iv. Ability to configure, customize, and share reports to internal and external agencies.
- v. Ability to establish and customize an online public portal where applicants can submit for permits or applications, submit code violations, renew registrations, pay fees, upload documents, and check permit or application status.
- vi. Ability to prepare, customize, and issue documents or letters at key permit steps within the system. This includes, but is not limited to, Certificates of Plan Approval, Listing of Items of Noncompliance, Certificates of Occupancy, Certificates of Completion, and Zoning Certificates.
- vii. Ability to upload documents with either no size limitation or the size limitations large enough for large scale uploads.
- viii. Ability for the system to automatically move permits forward based on completion of workflow steps or expiration dates.
- ix. Ability to remove or skip work workflow steps for a specific permit.

C. Permit & Application Features

- i. Ability to establish unique permit types, including but not limited to building, site, zoning, and demolition for residential and commercial developments.
- ii. Ability to establish unique application types, including but not limited to rezoning, conditional use, development plan, preliminary and final plat, and variance applications.

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- iii. Ability to submit code violation complaints anonymously through the online public portal.
- iv. Ability for unique permit or application number formatting based on permit types.
- v. Ability to calculate fees based on application details and accept payments.
- vi. Ability to date / time stamp key permit process milestones or expirations and allow for notification to applicants.
- vii. Ability to provide plan review within the system (or integrate with third-party systems) to markup plans, provide comments, reference code sections, and collaborate with reviewers. It is the APC's preference to have an integrated plan review system.
- viii. Ability to facilitate coordinated reviews between internal and external plan reviewers, including third-party or contracted reviewers.
- ix. Ability to track plan and/or document submission versions and refer to previous submittals.

D. Inspection Features

- i. Ability to identify inspections based on application details and track status through the inspection process.
- ii. Ability to log inspection results in the field using a mobile phone or Microsoft Surface Pro including photo uploads, inspection comments, and other information.
- iii. Ability to track inspection history and reference previous results.
- iv. Ability for the public to request inspection dates / times based on permit type with confirmation from APC staff.
- v. Ability to adjust or recalculate fees based on re-inspections for a specific permit.

5. Proposal Submission

Proposals must be received by the APC no later than 3:00 PM ET on June 3, 2026 to be considered. Interested vendors must submit one (1) electronic copy in Adobe PDF format via email by the submission deadline. Five (5) hard copies must be delivered to the APC Office. Proposals received after this date and time may not be considered. Proposals should be addressed as listed below.

Digital Submission:

nschell@co.boone.in.us

Subject heading: RFP / Permitting Software

Physical Submissions:

Boone County Area Plan Commission

C/O Nicole M Schell

116 W Washington St., Rm 101

Lebanon, IN 46052

RE: RFP / Permitting Software

6. Proposal Requirements

Proposals should be concise and include:

A. Cover Letter:

Signed by an authorized representative, summarizing interest and qualifications.

B. Firm Overview:

Description of the firm, including size, structure, and relevant experience.

C. Project Approach:

Detailed methodology for each scope area, including tools, timelines, and risk management.

D. Team Composition:

Resumes of key personnel, roles, and availability.

E. Work Plan and Timeline:

Gantt chart or similar showing phases and durations.

F. Cost Proposal:

Itemized budget, including hourly rates, total fixed price, and any expenses.

G. References:

Contact information for at least three recent clients.

H. Exceptions:

Any deviations from RFP terms.

7. Proposal Timeline

The APC has identified the following milestones for the Request for Proposals process and reserves the right to change the schedule at its discretion and when in the best interest of the APC.

APC issues Request for Proposals (RFP):	May 13, 2026
Deadline for RFP Questions or Clarifications:	May 22, 2026
Staff Response to Questions:	May 27, 2026
Proposals Due:	June 3, 2026
Interviews / Demonstrations (if necessary):	June 4-18, 2026
Vendor Notified (anticipated):	July 2, 2026

8. Evaluation Process

The selection committee, comprised of APC Staff and 2-3 members of the APC, will review all submittals and evaluate them based on the requirements provided in this Request for Proposals. The process includes the following steps:

A. Initial Review

The selection committee will evaluate each proposal based on the following criteria:

- i. Vendor Experience and Expertise
- ii. Qualifications and Experience of Personnel
- iii. Understanding of Scope and Software Features
- iv. Project Management and Budget

A budget has not been established for this project. It is important to note that cost will not be the sole criteria for shortlisting vendors, but the APC will consider cost when evaluating proposals received.

B. Interview Selection / Software Demo (if necessary)

The selection committee will shortlist vendors to conduct an interview and potential demo of software. Vendors not selected for an interview will be notified.

C. Vendor Selected and Contract Negotiation

The selection committee will notify the selected vendor of their intent to move forward with the proposal. Vendors not selected will be notified of the selection committee's evaluation. The APC and selected vendor will review the proposal for any modifications prior to contract authorization.

9. Conditions of Responses

A. Completeness

All information required by the Request for Proposals must be supplied to constitute a legitimate submittal.

B. Request for Clarification

During the period of evaluation, the APC will have the right to request clarification from the vendors. If any such vendor fails to respond to such a request within five (5) business days from the date of the request, the APC will have the right to reject the submittal.

10. Submission of Responses

A. Acceptance / Rejection / Modification to Responses

The APC reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, cancel the request for proposals, and waive informalities or irregularities in a proposal or the proposal process.

B. Cost of Preparation

The APC will not be liable for any costs incurred by a vendor in preparing or submitting a proposal.

C. Ownership

Submitted materials become the property of the APC and will not be returned.

D. Public Records

Submitted responses and any agreement or other documents become public records under the public records law and applicable policy and are subject to review and copying by any person making an appropriate request for public records.

11. Contact Information

For questions or clarifications regarding this RFP, please contact:

Nicole M Schell, Executive Director
nschell@co.boone.in.us
(765) 482-3821 (office)