

CITY OF FAYETTEVILLE REQUEST FOR PROPOSALS



Site Plan Review & Development Permitting Process

COF1516969

ISSUED: JULY 24, 2025

DUE: AUGUST 14, 2025

The City of Fayetteville, North Carolina Planning team seeks a qualified consultant or firm to assess, align, and improve the City's multi-agency site plan review and development permitting processes.

ISSUED BY:
CITY OF FAYETTEVILLE

PRIMARY CONTACT:
KIMBERLY TOON,
PURCHASING MANAGER
kimberlytoon@fayettevillenc.gov
(910) 433-1942

OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.



A message from the City of Fayetteville City Manager, Dr. Douglas J. Hewett, ICMA-CM

The City of Fayetteville is fully committed to provide Small Local Business Enterprises (SLBE's) an equal opportunity to participate in all aspects of City contracting including, but not limited to participation in the procurement of contracts relating to the construction of and improvements to facilities throughout the City. It is also the policy of the City to prohibit discrimination against any person or business in pursuit of these opportunities on the basis of race, sex, color, religion or national origin and to conduct its contracting and purchasing programs so as to prevent such discrimination. The City is also committed to follow all applicable State and Federal law as they relate to procurement practices.

The City will actively seek and identify qualified SLBE 's and offer them the opportunity to participate in the procurement of contracts for all City purchasing and service contracts as well as construction and repair contracts.

The City aspires to spend 40% of its eligible contract dollars with small local suppliers and contractors. Towards this end the City's Charter has been amended by the General Assembly (H.B. 198) to allow the City to establish a race and gender neutral small business enterprise program to promote the development of small local businesses. The City is authorized to establish bid and proposal specifications that include subcontracting goals and good-faith effort requirements to enhance participation by small business enterprises located in Cumberland and Hoke Counties.

For more information or questions about the SLBE policy, please contact the Purchasing Division at 910-433-1942.

CITY OF FAYETTEVILLE

Dr. Douglas J. Hewett, ICMA-CM
City Manager

NOTICE TO BIDDERS

Pursuant to N.C.G.S. 143-129 sealed proposals will be received by the City of Fayetteville, until **2:00 p.m., August 14, 2025**, at City Hall, 433 Hay Street, Fayetteville, North Carolina, at which time they will be considered for the purchase of the following:

Site Plan Review & Development Permitting Process

Bids may be mailed to the City Purchasing Office, Attn: Kimberly Toon, 433 Hay Street Fayetteville, NC 28301, or may be delivered in person or by express mail to 433 Hay Street, Fayetteville, NC 28301.

The bid opening will be held at **1:00 p.m. on August 14, 2025**, at City Hall, 433 Hay Street, Fayetteville, NC 28301, for the project entitled, **“Site Plan Review & Development Permitting Process”**

Plans, specifications and bid documents may be obtained in the Purchasing Office of the City of Fayetteville, 2nd floor, City Hall, 433 Hay Street, Fayetteville, North Carolina, between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or by email request to kimberlytoon@fayettevillenc.gov

The City reserves the right to reject any or all bids and to waive all informalities concerning bid or award bid to the lowest, responsive, responsible bidder or bidders, taking into consideration quality, performance and the time specified in the proposals for the performance of the contract.

City of Fayetteville

Kimberly Toon, CLGPO
Purchasing Manager

CITY OF FAYETTEVILLE, NC

Introduction

The City of Fayetteville's Planning team is seeking a qualified consultant or firm to assess, align, and improve the City's multi-agency site plan review and development permitting processes. While the internal processes within the Planning team are operating efficiently, increasing customer demand and the complexities inherent in coordinating multiple agencies require a strategic and collaborative approach. This initiative aims to integrate processes across departments, enhance interagency communication, and significantly improve overall customer experience for developers, business owners, and residents.

Background

The development review process in the City of Fayetteville is a complex and highly technical sequence of evaluations, approvals, and regulatory checks. It involves a diverse array of internal departments and external partner agencies, each playing a vital regulatory or advisory role. However, the diversity of missions, workflows, and interpretations of "customer" among these entities often leads to operational silos, misaligned expectations, and fragmented communication.

These systemic challenges hinder process harmonization, slow down project timelines, and reduce the overall quality of service experienced by developers, business owners, and residents alike. The City recognizes the need to enhance interagency coordination, improve transparency, and modernize the customer interface across the full development lifecycle—from initial submittal through final permit issuance.

The primary regulatory and advisory entities currently involved in the City's site plan review and development permitting process include, but are not limited to:

- City Planning Division
- Zoning
- Engineering
- Building Safety Division
- Fire Department
- Public Works Commission (PWC)
- County and State regulatory agencies

To address these challenges, the City of Fayetteville is seeking a qualified consultant or firm to evaluate and recommend improvements to its multi-agency development review and permitting processes, with the goal of improving efficiency, transparency, and service delivery.

Objectives

The City of Fayetteville seeks a qualified partner to lead a strategic evaluation and improvement initiative focused on its multi-agency development review and permitting processes. This effort is aimed at strengthening interagency coordination, increasing process efficiency, and enhancing the overall experience for customers engaging with the City on development-related matters.

The selected consultant or firm will be expected to:

- **Assess** the current state of development review and permitting workflows across all participating regulatory entities.
- **Identify** key pain points, inefficiencies, and areas of operational misalignment between departments and agencies.
- **Facilitate** a cross-agency dialogue to develop a unified vision, shared values, and a consistent customer service philosophy.
- **Recommend** and support the implementation of targeted process improvements that will streamline operations, increase transparency, and improve customer experience.

Scope of Work:

The selected consultant or firm will lead a comprehensive assessment and redesign of Fayetteville’s multi-agency development review and permitting processes. The work is expected to include both analysis and facilitation components, with a strong emphasis on collaboration, strategic alignment, and process improvement. The scope of work includes the following key tasks:

1. Stakeholder Assessment

- Conduct interviews and/or surveys with staff from all partner agencies involved in the development review and permitting process.
- Engage a representative sample of external users of the system, including developers, architects, engineers, contractors, and business owners.
- Document the varying priorities, operational constraints, and definitions of “customer” across internal and external stakeholders.

2. Process Mapping – Current State

- Develop clear visual workflow diagrams of the existing site plan review and permitting processes.
- Identify and analyze areas of duplication, delays, miscommunication, and other inefficiencies.
- Highlight gaps, inconsistencies, or redundancies between agency processes or technology platforms.

3. Strategic Alignment Facilitation

- Design and facilitate workshops or working groups to build cross-agency consensus on a shared vision for the development review process.
- Guide stakeholders in establishing common customer service standards, performance metrics, and accountability structures.

4. Future-State Process Design

- Propose streamlined and optimized process models that address key challenges identified in the assessment.
- Recommend necessary changes to policy, procedures, staffing, technology tools (e.g., permitting software), and interagency coordination practices.

5. Implementation Support (Optional)

- Develop change management strategies to ensure smooth adoption of new processes, standards, or technologies.
- Create training plans and materials for City staff and partner agencies.
- Provide technical support or guidance for aligning permitting platforms or introducing process automation tools.

Deliverables

At a minimum, the selected consultant or firm will be expected to produce the following deliverables:

- Stakeholder Assessment Report
A synthesis of internal and external feedback, highlighting key themes, challenges, and stakeholder needs.
- Current-State Process Maps
Visual documentation of existing workflows, with identification of pain points, redundancies, and delays.
- Future-State Process Designs
Optimized workflows and recommendations for process improvements, including cross-agency coordination models.
- Strategic Alignment Framework ("North Star")
A shared vision, customer service philosophy, and set of common goals and performance expectations for all participating agencies.
- Implementation Roadmap
A phased action plan to guide the City and its partners in executing recommended changes, including sequencing, resource needs, and success measures.
- Optional: Change Management Materials and Training Modules
Tools and resources to support adoption of new processes or technologies, as authorized by the City.

Proposal Submission Requirements

To be considered for this engagement, respondents must submit a complete proposal that includes the following components:

1. Company Profile and Qualifications
 - Overview of the firm, including years in business, areas of expertise, and relevant certifications or licenses
 - Description of capacity to undertake a project of this scope and complexity
2. Relevant Experience
 - Summary of similar projects completed, with an emphasis on municipal permitting, development review process improvement, and multi-agency coordination
 - Examples should include project outcomes and the role played by the proposing firm
3. Proposed Methodology and Timeline
 - Description of the approach and methodology for conducting the assessment, stakeholder engagement, process mapping, and recommendations
 - Proposed timeline with major milestones, deliverables, and estimated completion dates
4. Project Team
 - Bios and qualifications of key personnel
 - Roles and responsibilities within the project
 - Identification of any subcontractors or partner firms (if applicable)
5. Cost Proposal
 - Detailed pricing broken down by task, milestone, or project phase

- Indication of optional services and associated costs, if any
- Hourly rates or fee schedules for project staff
- 6. References
 - Contact information for at least three relevant clients, preferably municipal or public sector, who can speak to the firm’s qualifications and performance on similar work

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Understanding of the Project**
Demonstrated insight into the complexity of Fayetteville’s multi-agency development review and permitting processes and the challenges involved.
- **Experience and Qualifications**
Relevant experience and expertise of the firm and assigned project team, including prior success with similar municipal permitting or process improvement projects.
- **Approach and Methodology**
Quality, creativity, and clarity of the proposed approach to stakeholder engagement, process assessment, and development of recommendations.
- **Past Performance**
Proven track record of delivering similar projects on time and within budget, supported by references and examples.
- **Cost-Effectiveness and Value**
Competitiveness and transparency of the cost proposal, ensuring value for the City’s investment.

Timeline:

Milestone:	Date:
RFP Issue	July 24, 2025
Questions Due	August 7,2025
Reponses to Questions Issued	August 11, 2025
Proposal Dues	August 14,2025
Finalist Interviews (if needed)	Week of August 25,2025
Project Start	September 2025

Submission Instructions

Proposal Submission Deadline

All proposals must be received by 1:00p.m on August 14,2025. Late submissions will not be accepted or considered.

Submission Format

Proposals should be submitted electronically in PDF format. Please ensure all documents are clearly labeled and organized according to the Proposal Submission Requirements.

Submission Method

Please send your complete proposal to the following address:

City of Fayetteville Purchasing Office
Attn: Kimberly Toon
433 Hay St
Fayetteville, NC 28301

Questions and Clarifications

Any questions regarding this RFP must be submitted in writing via email to: kimberlytoon@fayettevillenc.gov by August 7,2025. Responses to all questions will be shared through an addendum posting on City website for prospective respondents.

Additional Information

The City reserves the right to:

- o Reject any or all proposals
- o Request additional information or clarification
- o Negotiate contract terms with the selected proposer
- o Cancel this RFP at any time prior to contract execution
- o Waive minor irregularities in proposals/proposal submissions.
- All materials submitted become public record subject to North Carolina Public Records Law upon contract award, except for information properly designated as trade secrets.

The City of Fayetteville is not responsible for any costs incurred by proposers in preparing or submitting proposals. The selected consultant will be required to execute a professional services agreement containing standard City terms and conditions, including but not limited to:

- o Professional liability insurance requirements
- o Compliance with applicable laws and regulations
- o Ownership of work products
- o Confidentiality provisions

Proposal Evaluation Sheet

Project Name: _____

Proposal Submitted By: _____

Reviewer Name: _____

Date: _____

Evaluation Criteria	Weight	Score (1–10)	Weighted Score	Comments
1. Understanding of the Project Demonstrated understanding of Fayetteville’s development review and permitting processes, including key challenges.	20%			
2. Experience and Qualifications Relevant experience of the firm and project team; prior success in similar municipal or process improvement projects.	20%			
3. Approach and Methodology Clarity, quality, and innovation in approach to stakeholder engagement, assessment, and recommendations.	25%			
4. Past Performance Demonstrated ability to deliver similar projects on time and within budget; supported by references.	15%			
5. Cost-Effectiveness and Value Transparency, competitiveness, and value of the cost proposal relative to the project scope.	20%			
 Total 	100%			

Scoring Guidance

- **9–10:** Excellent – exceeds expectations with exceptional detail and relevance
- **7–8:** Good – meets expectations with minor gaps
- **5–6:** Fair – partially meets expectations; some concerns
- **3–4:** Poor – significant gaps or weaknesses
- **1–2:** Unacceptable – does not meet expectations